A MITEL
PRODUCT
GUIDE

MiCollab for PC Client

Release 10.0 SP1

April 2025

Mitel
Powering connections

Notices

Trademarks

Contents

Getting Started 1

This chapter contains the following sections:

- Scope of the document
- Intended audience
- What's new in MiCollab Release
- About MiCollab Client
- MiCollab Accessibility and Keyboard Navigation Support
- Supported headsets and audio devices
- Requirements
- Download MiCollab Client
- Authenticate MiCollab Client
- Self-Deployment
- MiCollab Client Upgrade

The MiCollab Client application provides a suite of advanced communication features and integrates with your enterprise's call manager to provide you full control of your communication experience. Whether you are in the office or away, MiCollab Client allows you consistent full-feature access to the MiCollab unified communications and collaboration environment on a variety of devices.

The MiCollab Client is available on the following devices:

- MiCollab for PC Client
- MiCollab Mac Desktop Client
- MiCollab Web Client
- MiCollab for Mobile Client (Android and iOS)

1.1 Scope of the document

This document will help you install, register, log in/log out, utilize call/chat/voicemail functionality, and utilize the meeting capabilities of the MiCollab Client application.

1.2 Intended audience

This document is intended for end-users to set up the MiCollab Client application and use its features and capabilities.

1.3 What's new in MiCollab Release

Release 10.0

Group Call Pickup

The new Group Call Pickup feature allows users to answer calls directed to any group member. When a call is made to a group member, all other members receive a notification in their MiCollab Client, based on their configured Notification Delay Time. Users can enable or disable this feature through the Call Pickup setting in their MiCollab Client, ensuring seamless call handling within teams. This feature is now applicable to Softphones.

The Group Call Pickup feature is applicable to only PC, Web, and Mac Clients.

For more information, see the *MiCollab Client End-User Online Help for PC, Mac, and Web > Settings >Group Call Pickup section.*

Declining Ring Group Calls

Users can no longer decline Ring Group calls in MiCollab Mobile Client. Instead, they will see only Mute and Answer options when receiving such calls.

Auto-answer

The Auto-answer feature is now available in the MiCollab PC and Web client (Chrome only). Located under the **Call Settings** menu, this feature can be enabled or disabled as needed. By default, Auto-Answer is turned off. When enabled, incoming calls are automatically answered after a brief tone, provided there are no active calls. The call connects one second after the tone, ensuring a seamless hands-free experience.

For more information, see the *MiCollab Client End-User Online Help for PC and Web > Settings > Call Settings> Device selection for answering incoming calls > Auto-answer section.*

Flexible CLI

Administrators can now restrict caller line identification (CLI) numbers for specific user groups based on geographic location or site in MiVoice Business. This feature allows CLI numbers for external calls to be assigned through the User Profile tab, offering enhanced control over user options. By default, System CLI Numbers sends all CLI numbers configured under PBX Nodes to users. With Custom CLI Numbers, administrators can manually assign specific CLI numbers to users from the system's available options, enabling enhanced control.

This feature is applicable to only PC, Web, and Mac Clients.

For more information, see the:

- *MiCollab Client Administrator Console > Administrator Interface >User Profile Tab > Flexible CLI Number section.*
- *MiCollab Client End-User Online Help > Call Settings > Displaying calling number for outgoing calls(external calls only) section.*

1.4 About MiCollab Client

The **About** section provides the below details:

- **What's New**: Opens the What's new in the Client information.
- **Documentation**: Displays the MiCollab Client Online Help file.
- **View EULA certificate**: Displays the End-User License Agreement (EULA) certificate,and copyright information.
- **Privacy Policy**: Displays the MiCollab Client application privacy policy details.
- **Release Notes**: Directs the user to the MiCollab Client Release Notes in the Document Center.

1.5 MiCollab Accessibility and Keyboard Navigation Support

With MiCollab Release 9.7SP1, the MiCollab Clients (Web and PC for Windows, both Telephony-only and non Telephony-only) Web Clients will have full accessibility have accessibility support for the differently abled users or visually impaired users and keyboard navigation to move around the MiCollab Client features/elements using keyboard.

1.6 Supported headsets and audio devices

MiCollab Client supports headsets and external audio devices for audio routing. The supported features include:

- Accept/end call
- Mute/unmute call
- Volume control
- Hold/retrieve call (Not supported on MiCollab Web Client)

> **Note**:
> To use call control features on headsets and external audio devices, install appropriate supplementary softwares of the compatible headsets.

> **Note**:
> On MiCollab Web Client, call control features on Sennheiser headsets or audio devices are not currently supported on other browsers like Microsoft Edge or Apple Safari.

Note:
Headset button control is not supported in a Citrix environment.

Note:
Refer to the Mitel Knowledge Management System for information regarding any known-issues and suggested configuration advice for 3rd party headsets.

Note:
If you are using the Jabra Headset, make sure the **Jabra Direct** software is installed on your PC.

Note:

A call which is on waiting is acceptable by pressing the answer key button twice on Jabra devices which have explicit keys to accept or reject a call.

On devices having a single button, a call-waiting call cannot be be accepted via a headset and needs to be accepted in the client UI instead.

1.7 Requirements

MiCollab Client	Requirements
MiCollab for PC Client	• CPU - Dual core, 2.0 GHz or higher • Disk space - 600 MB free hard disk space • RAM - 8 GB RAM or more recommended • Operating system - MS Windows 10, 11(32/64 bit), MS Windows 10 Education N*.

Note:
Mitel recommends upgrading to the most recent OS version to access the latest enhancements and security updates.

Note:

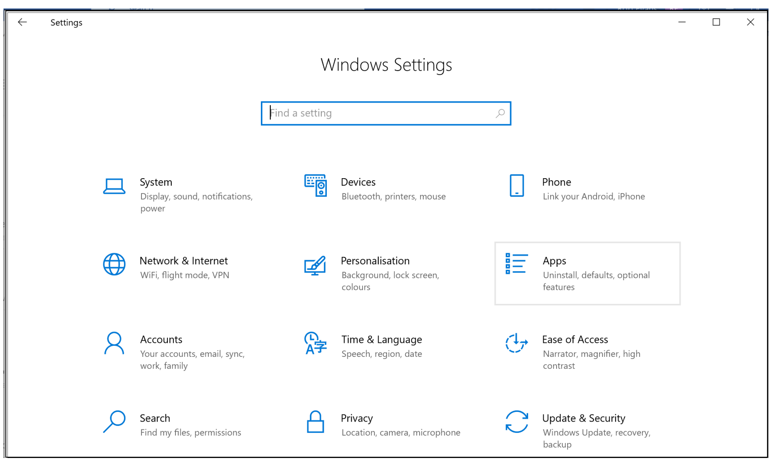
MiCollab for PC Client is supported on Windows 10 and 11 versions that are still supported by Microsoft.

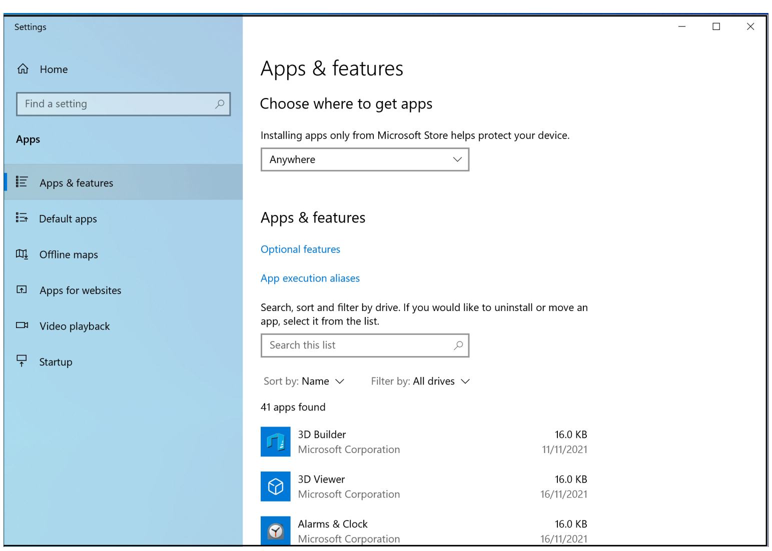
Note:

MiCollab for PC Client is NOT supported on Windows 10 Home editions.

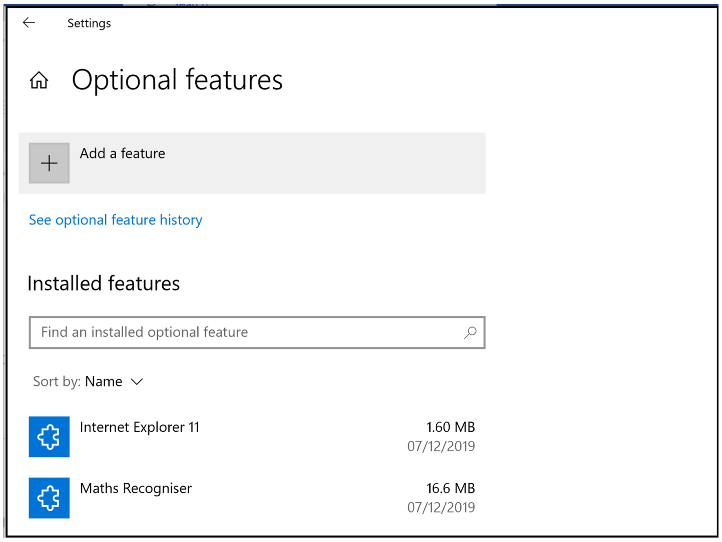
To get support on Windows 10 Education N*, you need to install the media feature pack and media player.

1. From the **Start** menu, click **Windows Settings** and go to **Apps > Optional features.**



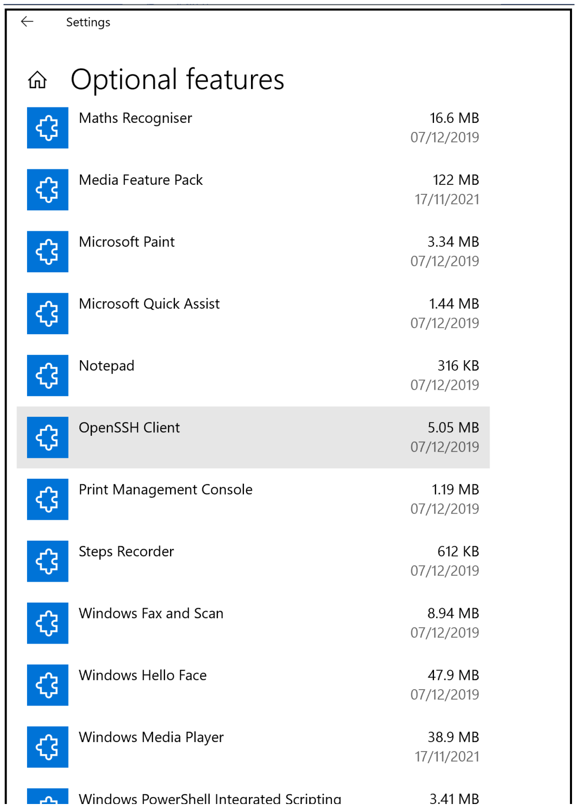


2. Click **Add a feature** to add an optional feature.



3. Select the **Media Feature Pack** and **Windows Media** features and then click **Install**.

4. The selected Optional features will be listed in the **Installed features** list once the installation is complete.



5. And finally, restart the PC.

1.8 Download MiCollab Client

Download the MiCollab Client install software as instructed in the deployment e-mail message.

1.8.1 Deployment e-mail

You will receive a deployment e-mail that contains instructions on authenticating your Client with the system. The deployment e-mail contains a link to start the deployment process, an authentication code, and an option to scan a QR code to deploy MiCollab Client. Once authenticated, MiCollab Client allows you to log on to the system without entering your credentials.

Note:

The QR code (from the deployment e-mail) is valid only for three attempts.

1.9 Authenticate MiCollab Client

To authenticate MiCollab Client (PC Client, Mobile Client, or Mac Client), use one of the following methods:

- Click the link provided in the deployment e-mail message.
- Copy the authentication code provided in the deployment e-mail, open MiCollab Client, and type or paste the authentication code.
- Scan the QR code provided in the deployment e-mail using your MiCollab for Mobile Client.

With MiCollab Client running in the background, log on to MiCollab Web Client using your credentials (provided in the welcome e-mail message). Click **User Profile** > **Settings** > **General** > **Self Deployment**. Click the QR code to authenticate MiCollab Client. For more information on self-deploying MiCollab Client, see Self-Deployment section.

1.10 Self-Deployment

You can self-deploy and configure the MiCollab for PC, Mac, and Mobile Client. You can deploy the account on another mobile device or desktop device without administrator assistance. The Mobile Client can be deployed from a MiCollab for PC Client, Web Client, Mac Client, or Mobile Client.

Configure using the QR code:

To self-deploy MiCollab for PC Client or Mac Client from a Web Client:

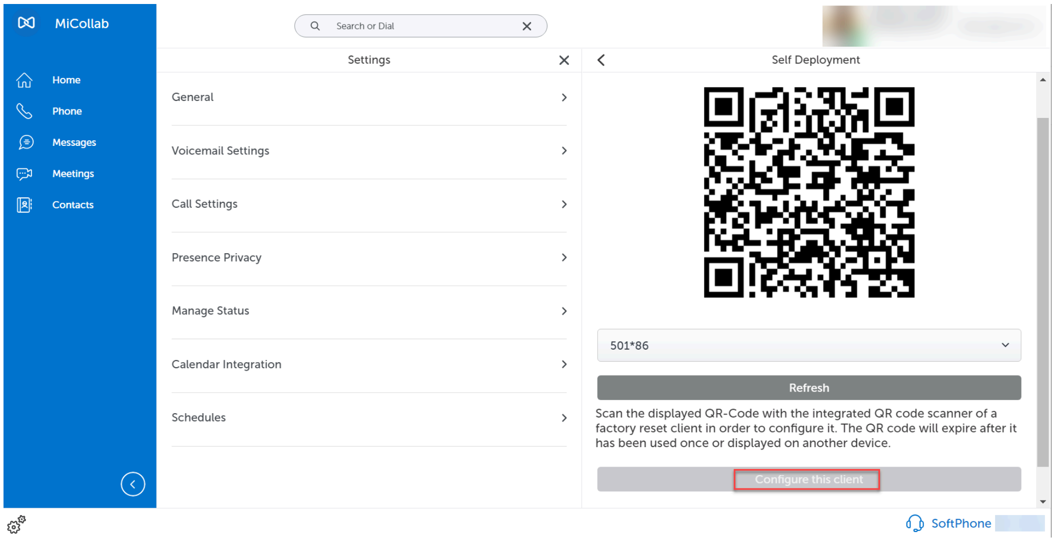
1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click **Settings**.
2. Click on **General** > **Self Deployment**.
3. A temporary QR code is generated on the Client and displayed on screen.

> **Note**:
> The code expires after 10 minutes. Click Refresh to regenerate the code.

4. If you have multiple extensions configured, the list of softphone extensions is available from the drop-down list on the **Self-Deployment** screen. Select the appropriate extension to be deployed.
5. Click the QR code generated in step 2. This initiates the configuration process on the MiCollab PC or Mac Client.
6. In the **License Agreement** screen, click on **Accept**. The MiCollab for PC Client or Mac Client is automatically deployed and configured.

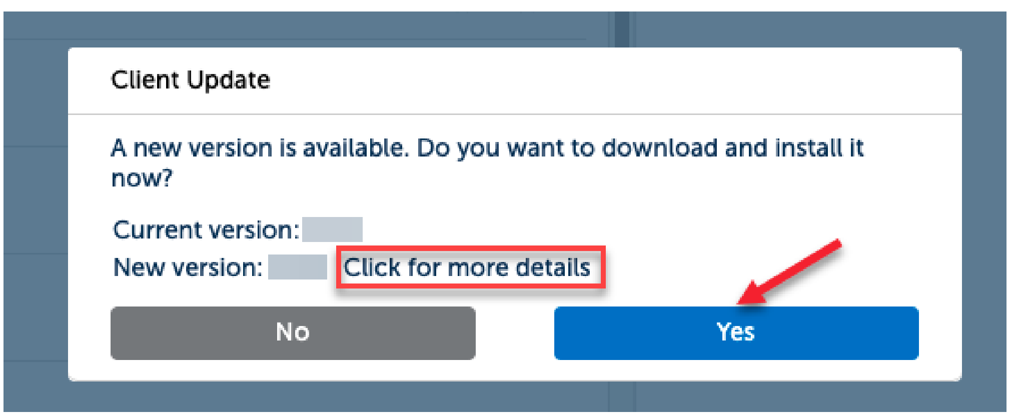
With Release 9.5, a new option called **Configure this client** is available under the QR code, under **User Profile > Settings > General > Deployment**. This option gets enabled when you select a configuration (softphone extension) in the drop-down, which otherwise remains inactive in the local client. Once a Softphone is selected, it will activate this configuration on the local client. The **Configure this client** option cannot be used for configuring other clients. The button is visible in all client types (i.e. on Android, iOS, Mac, PC, Web) but can be only used when there is more than one softphone configuration for a particular account.

When you click on **Configure this client** option, a confirmation pop-up message appears. Click on **OK**, and the selected DN is deployed on the desired client.

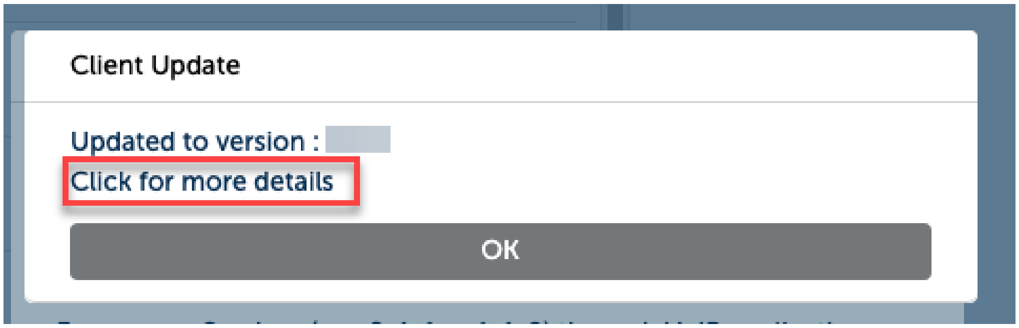


1.11 MiCollab Client Upgrade

Each time there is a new version of the client available, the user gets a prompt in the MiCollab client to upgrade it. Click on **Yes**, to download the latest version of the client. Once the client is updated, another prompt is displayed, stating that the Client has been updated along with the version details.



The user can also view the MiCollab Client Release Notes, which are available for the end-users. Click on the option **Click for more details** in the Client upgrade prompt to open the Release Notes


Client Update
Updated to version :
Click for more details
OK

MiCollab Client Basics 2

This chapter contains the following sections:

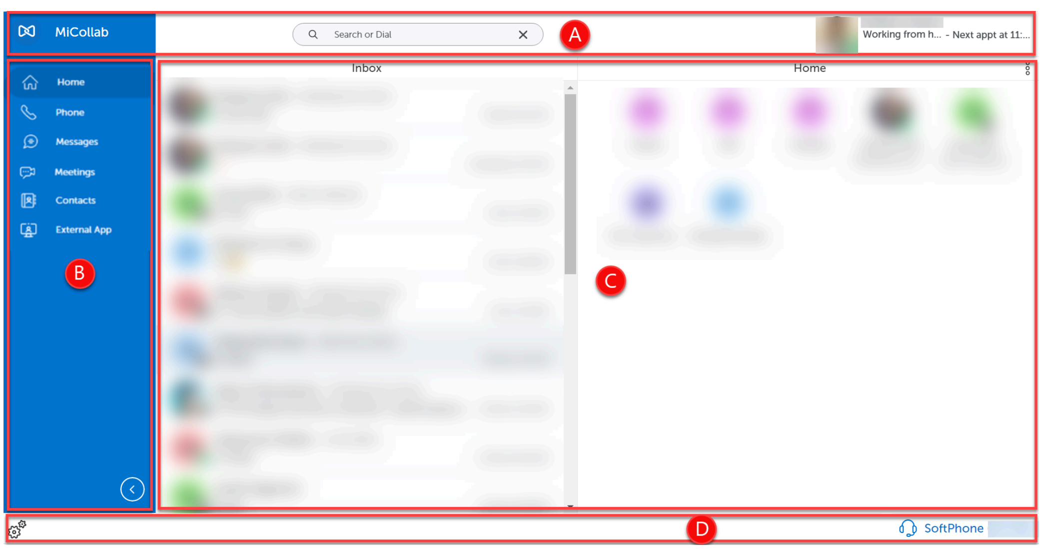
- MiCollab Client overview

MiCollab Client enables you to:

- Control your phone from your desktop—make calls, answer calls, and invoke mid-call features.
- Control your Dynamic Status to direct calls to wherever you are, at any time of the day.
- Chat with individuals and groups of contacts.
- Review your voicemails.
- Launch Audio, Web and Video conferences with contacts.

2.1 MiCollab Client overview

There are four main sections in MiCollab Client main window.



Section	Description
A	**Header menu**—Displays your personal information and avatar, presence status, and a Search bar.

Section	Description
B	**Navigation menu**—Displays the basic Client navigation menu for MiCollab. Only the features you are licensed to use are displayed such as: • Home • Phone - Call History and Voicemail • Messages - Chats and Streams • Meetings / Ad-hoc Meeting • Contacts • External App
C	**Display menu**—Displays information related to the menu function selected in the Navigation menu.
D	**Footer menu**—Displays your phone status, preferred device for outgoing calls, and hardware settings.

2.1.1 Header menu

The Header section comprises of two important functions:

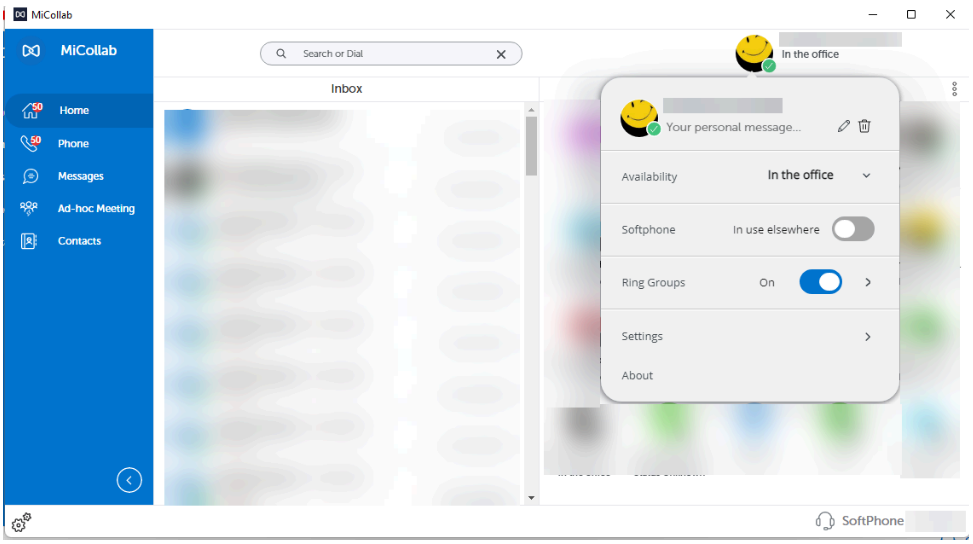
- User Profile
- Search or Dial

User Profile

The User Profile comprises of your avatar, presence status, presence indicator, and a custom personal message that is displayed.

From the MiCollab Client Header menu, click on your avatar to open the User Profile menu. This menu comprises of the following options:

- User's avatar
- Personal message text box
- Availability
- Softphone
- Ring / Hunt Groups
- Settings
- About



User's Avatar:

This shows the user's picture. You can change/remove the picture by the following:

1. Right-click on the user's picture.
2. Select **Browse** and add a new picture.

   If you want to remove the picture, select **Remove**.

Personal message text box:

You can add/remove your personal message that will be visible on the User Profile.

Availability:

You can select the preferred status from the **Availability** drop-down list.

Note:
When Microsoft Teams integration is enabled from the MiCollab Client Server, the user presence statuses are non-editable and displayed based on the Microsoft Teams status change.

Softphone:

You can enable or disable the **Softphone** for calling purposes.

Ring / Hunt Groups:

This provides information about the Ring Groups and/or Hunt Groups configured to your account by the administrator.

Note:
You can see Ring Groups or Hunt Groups depending on the Private Branch Exchange (PBX) used at the backend.

Note:

You can use the cross (**X**) button to close the screen and view the last opened screen.

If you are absent from all the Ring/Hunt Groups and click the cross (**X**) button, you cannot receive calls from any Ring/Hunt groups. A confirmation pop-up will appear with the following message:

Your ring group status is still absent, and you can not receive calls from any ring groups. Would you still like to exit?

The toggle switch in the User Profile menu helps you to log in or log out from all the Ring /Hunt Groups configured.

Settings:

You can manage the following settings from the **Settings** screen:

Settings	Description
General	Under General menu, you can perform the following functions: change password, send or delete diagnostic logs, sort the order of the names of MiCollab Contacts, and use Factory Reset. • enable/disable teleworker • set your chat status based on your dynamic status/availability • add/delete your numbers (softphone, deskphone, personal number, etc.) • integrate your personal contacts from Outlook and Microsoft accounts and these contacts can be viewed under **Contacts** > **Personal** tab • self deployment of clients using QR code • sort the order of names of MiCollab contact • manage hotkeys • manage notifications for chats, missed calls, voicemail, incoming calls, etc. • send or delete diagnostic logs • factory reset
Voicemail Settings	Allows you to change the mailbox PIN and configure the device for playing back voicemail.
Call Settings	Allows you to set the calling mode, device used for calls, enable/disable floater window, and set the device for playing back ringtone.
Presence Privacy	Allows you to control your presence information (Dynamic Status, Chat Status, Telephony Status, Video Availability, and Calendar Advisory) to be displayed to other users or not.
Manage Status	Allows you to add, edit, and delete Dynamic Status of the customized status. The Microsoft Teams presence statuses that are displayed here, can only be edited, and not deleted. The user has the ability to modify all settings except for the status name; Microsoft Teams status names cannot be altered.
Calendar Integration	Provides automatic updates to your Dynamic Status based on your Google Calendar, Microsoft Exchange, or Outlook.
Schedules	Allows you to set your schedule and your Dynamic Status can be changed accordingly based on your set schedule.

Note:

You can use the cross (**X**) button to close the Settings screen and view the last opened screen.

About:

This provides information about What's New in the Client, documentation link of the help file, End User License Agreement, privacy policies, release notes and the MiCollab Client-MiCollab Server versions.

Search or Dial

This field allows you to search for contacts, chats, calls, Streams in any part of the Client or enter phone numbers to directly start dialing.

2.1.2 Navigation menu

Home

The home page is a convenient location which comprises of shortcuts of frequently used contacts, contact groups, website addresses, personal speed dials, and Streams. Click the menu icon ( ) at the top of the home page or right-click anywhere in the empty space on the home page for options to edit and store the below details.

- **Add URL** : This option allows you to add a URL in the Home page for quick launching a web address.
- **Add Speed Dial** : This option allows you to add a number for speed dial in the Home page.
- **Add Contact** : This option allows you to add a corporate contact in the Home page.

Note:
You cannot add personal contacts to the home page.

- **New Group** : This option allows you to create a new group which is then added to the home screen for easy access.
- **Add Group** : This option allows you to add an existing group to the home screen for easy access.
- **Add Stream** : This option allows you to add an existing Stream to the home screen for easy access.

- **Edit** : You can use this option to reorder or delete items from the home page. A user can also enter the edit mode by dragging an item on the home page.

Phone

The Phone menu provides a listing of all your dialed, received, and missed call logs under the **All** and **Missed** tabs along with the **Voicemail** tab. The Phone menu also shows the call history of the dialed numbers outside the organization.The Voicemail tab allows you to play and to delete voicemail messages. You can also forward the voice mails in an email. While playing the message, you can advance or rewind the message by dragging the tracker accordingly. When you click on the Voicemail tab, the **Enter Voicemail PIN** prompt appears. Enter your PIN if needed.

The Phone menu also displays the **More** icon under **All**, **Missed** and **Voicemail** tabs. The More menu displays options to **Delete** individual or **Delete All** entries.

Note:

In the Voicemail tab, the More menu will be visible only when the voicemail entries are present.

Messages

The Messages page allows you to connect in real time to any other MiCollab contact or group of contacts. The Messages menu comprises of the **Chat**, **Streams**, and **Classic Streams** tab.

All chats received by the current Client are displayed here until they are deleted. The chat view displays all existing chats on the left-half of the screen and the selected chat thread on the right-half of the screen. The Stream view displays the list of streams created by the user. The Messages page also displays the **More** icon and the **Search or Dial** field under each tab. The More icon under the Chat tab allows you to hide individual chats, in the Streams tab allows you to leave the stream, and under the Classic Streams allows you to delete each stream.

Meetings

The Meetings menu directly opens the MiTeam Meetings application. MiTeam Meetings provides a persistent workspace for team-based conversations, content collaboration, project management, and meetings. Using the **MiTeam Meetings** capability in your MiCollab Client (PC, Mac, Mobile, and Web Client), you can collaborate with other MiCollab users in the meeting.

MiTeam Meetings is a Cloud-based collaboration tool (based on CloudLink infrastructure) that enables MiCollab users to access features, such as:

- **Collaborate:** Perform audio, video, and web sharing
- **Chat:** Hold chat sessions and receive chat notifications within the meeting
- **File Sharing:** Store and share files

Contacts

The Contacts page enables you to search the contact list to quickly find who you want to communicate with. It displays all your Corporate, Personal, and External Contacts along with your Group contacts. Right-click on the contact or hover over the contact to view the communication options.

External App

The External App menu will be displayed on the navigation pane if the required configuration is done by the administrator on the server. This menu will cross-launch a third-party application to the native application if the custom URI is configured in the server and the native app is installed on the system, otherwise the web application is launched by the client. The default name of this menu is External App, and this can be edited/changed by the admin in the server.

> **Note**:
> The clients will not be updated dynamically with the new information updated on the server nor be notified when the settings are changed in this field. The clients should be restarted for the changes to show up or take effect.

2.1.3 Display menu

The Display area is the main information display for the MiCollab Client. In full screen mode, the left side of the screen provides the full list of the selected topic such as Chat, Call History, and so on. The right side of the screen displays the detail for the item selected on the left side, such as a chat thread or a contact card.

2.1.4 Footer menu

The Footer area provides phone status and hardware settings. Your administrator may have provisioned several (up to 8) devices for you. A typical setup includes a deskphone, a mobile, and a softphone. Your deskphone typically indicates your primary number. The other phones are twinned to your deskphone. Incoming calls are routed to all phones as determined by your Dynamic Status settings.

MiCollab for PC Client 3

This chapter contains the following sections:

3.1 Install MiCollab for PC Client

> **Note**:
> If you do not have permission to install MiCollab for PC Client on your computer, contact your system administrator.

1. Download MiCollab for PC Client install software as instructed in the deployment e-mail message.
2. To start the installation, launch the MiCollab for PC Client install software (MiCollab_PC.msi).
3. Follow the on-screen instructions to install MiCollab Client.

> **Note**:
> Make sure MiCollab Client installation folder and database storage is mapped to your local drive and NOT to a network drive.

4. Click **Finish** to complete the installation.

3.2 Uninstall MiCollab for PC Client

Note:
Make sure the MiCollab for PC Client application is not running.

1. From your Windows computer, click **Start** > **Control Panel**.
2. In the **Control Panel** window, click **Uninstall a program**.
3. From the **Uninstall or change a program** window, select **MiCollab** and click **Uninstall**.
4. In the **Programs and Features** dialog box, click **Yes**.

A message box appears showing the status of the uninstall operation. After the software is uninstalled, the dialog box closes, and MiCollab for PC Client no longer appears in the **Uninstall or change a program** window.

3.3 Log in to MiCollab Client

MiCollab for PC and MAC Clients

There are 4 ways to log in to your PC or MAC Client:

- Using the link in the deployment e-mail:
  1. Click the link provided in the deployment e-mail message. This opens the MiCollab Client application.
  2. Click **Accept** on the license agreement screen.
  3. Enter the password provided in the welcome e-mail message and click **Apply**.
- Using the authentication code in the deployment e-mail:
  1. Open the MiCollab Client application.
  2. Copy and paste the authentication code provided from the deployment e-mail and click **Apply**.
  3. If this is not your first login, click **Import** to import the user data. Click **Accept** on the license agreement screen. Enter the password provided in the welcome e-mail message and click **Apply**.
- Using the MiCollab Web Client:
  1. With MiCollab Client (PC or MAC) running in the background, log on to MiCollab Web Client and click the QR code (**User Profile** > **Settings** > **General** > **Self Deployment**).
  2. Click **Open MiCollab**. This opens your PC or MAC Client.
  3. Click **Accept** on the license agreement screen.
  4. Enter the password provided in the welcome e-mail message and click **Apply**.

- Using the UPN

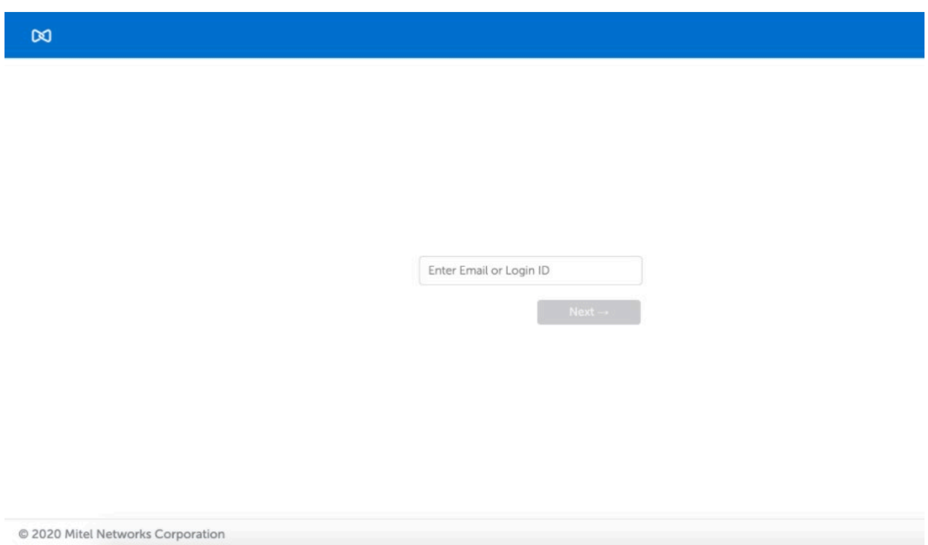
  You can also log in to the MiCollab Client using the UPN (User Principle Name) field from Azure AD.

Note:
If the UPN field is updated on Azure Active Directory (AAD), then the client will restart without asking for the credentials, similar to the Login ID fields update.

CloudLink-based Authentication

1. Open MiCollab Client.
2. Click **Accept** on the license agreement screen.
3. Enter the Email ID or login ID (received in MiCollab Welcome email) and click **Next**.

Note:
The login page displays only the username field.

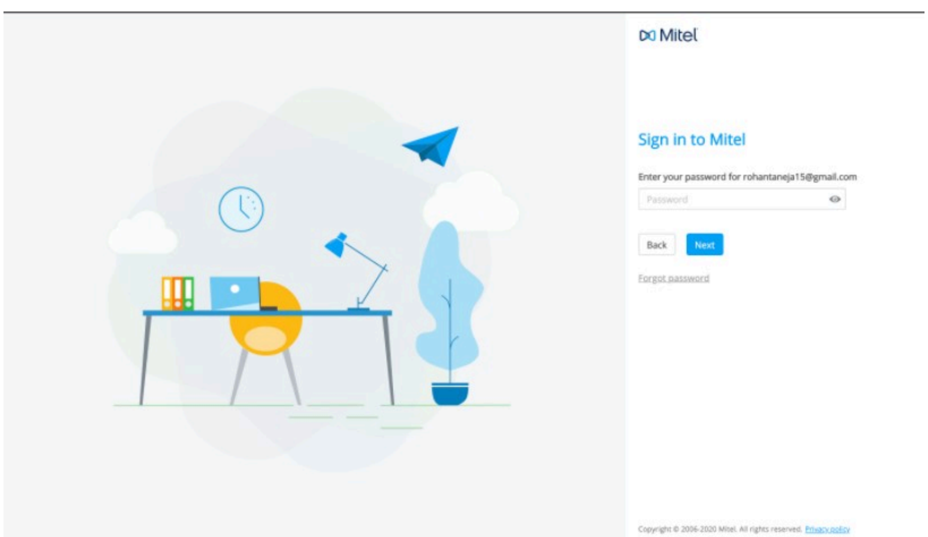


4. If CloudLink-based Authentication is enabled, the MiCollab server will proceed for subsequent login through the CloudLink Unified login page.

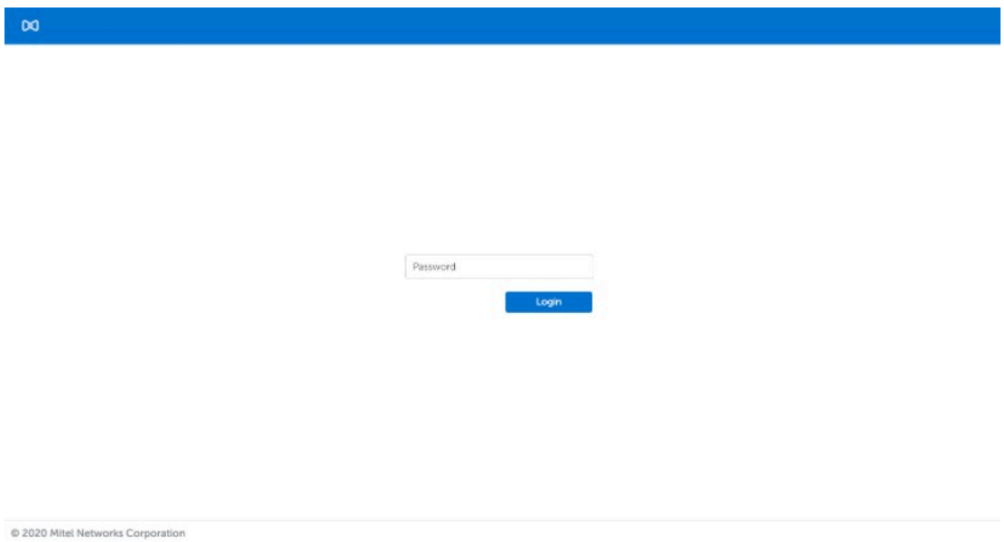
   - **If Azure AD is not integrated**: In the CloudLink Authorization page, use your CloudLink password. This password must be setup with the help of CloudLink welcome email. Check emails from no-reply@mitel.io to setup your password if not done already.
   - **If Azure AD is integrated**: In the CloudLink Authorization page, use your enterprise credentials to login.

> **Note**:
> Entra ID authentication (formerly known as Azure Active Directory or Azure AD) is not supported in the native application browser on Windows 10 clients. As a result, with CloudLink-based authentication configured to use Entra ID and Conditional Access, the Windows 10 client will now launch the authentication process through an external browser instead of relying on the native application browser. This change will ensure a smoother and more secure authentication experience.

> **Note**:
> The E-mail is auto-populated on the CloudLink Sign-in page.



Note:
If CloudLink-based Authentication is not enabled, then the following authentication page is displayed. Enter the password to log in to your MiCollab Client.



5. On successful password authentication, you might be prompted to enter a second-factor authentication code, for example, OTP (based on Multifactor Authentication configuration done on Azure AD behind CL platform).
6. After the successful multifactor authentication, the Client is presented with the progressing screen followed by MiCollab Home Screen. With this the CloudLink-based authentication is complete and you can use the MiCollab Client features.

Manual login for native clients

CloudLink Authentication also supports manual login in native clients (iOS, Android, PC, and MAC OS).

Perform the following steps for manual login for the native clients:

1. Tap on the **Mitel** logo three times to open the Manual Login screen.

2. In the Manual login screen, enter the **Server Hostname** and **Login ID/Email ID.**

3. Click **Next**.

4. If CloudLink-based Authentication is enabled for the user, the MiCollab client will proceed for subsequent login through the CloudLink Unified login page.

- **Azure AD is integrated**: In the CloudLink Authorization page, use your enterprise credentials to login.
- **Azure AD is not integrated:** In the CloudLink Authorization page, use your CloudLink password. This password must be setup with the help of CloudLink Welcome Email. Check Emails from no-reply@mitel.io to setup your password if not done already.

Note:

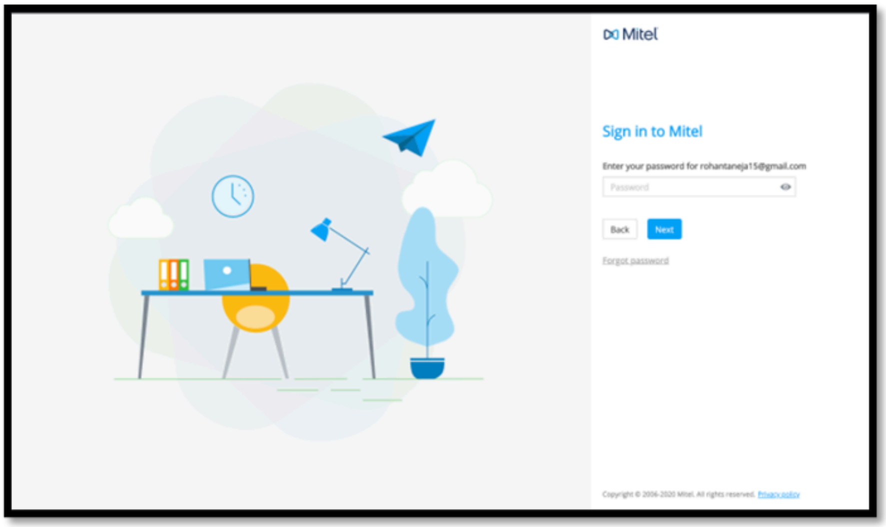
In case the MiCollab Client version 9.2 is upgraded to 9.3 after the MiCollab server upgrade to 9.3, then MiCollab Mobile Client does not direct to the Single Sign-On page in this step.

Perform below few steps for the MiCollab Mobile client to enable to SSO page:

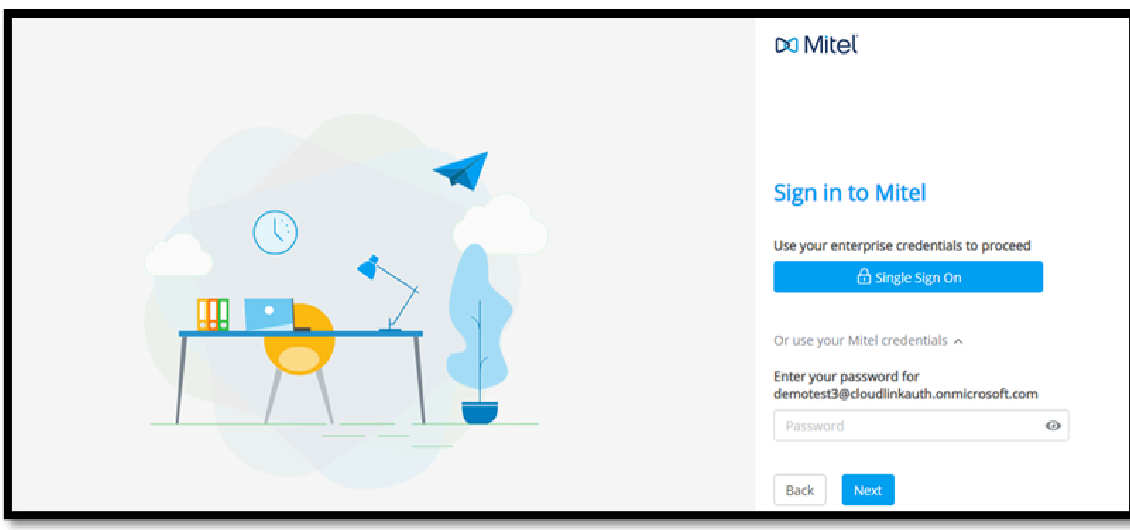
a. Click on the **Back** button on the Password page.
b. Enter the username.
c. Click **Next**.

The Mobile Client then directs the user to the Single Sign-On page followed by the password page.

> **Note**:
> The Email ID is auto-populated on the CloudLink Sign-in page.

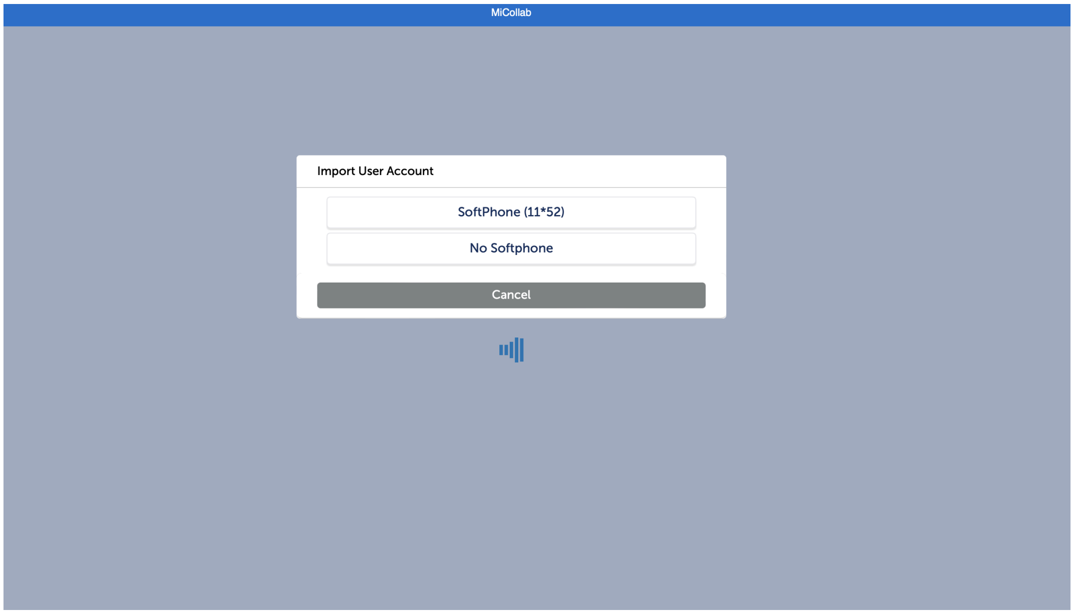


- Azure AD is integrated along with the field **Enable Mitel Credentials (optional)** over CloudLink Portal: In the CloudLink authorization page, you can use the credentials which were used to verify the account over CloudLink Portal (check Emails from no-reply@mitel.io to setup your password).



5. If CloudLink-based Authentication is not enabled, then the user proceeds for MiCollab Authentication, and on providing the Email/Login ID on the same page, next the password page opens.

Note:
If the softphone is configured, but the user is assigned to a profile in which the Softphone is disabled, it will still be visible to the user in the Client Deployment interface.



3.4 Log out from MiCollab Client

To log off from MiCollab Client:

- Right-click the MiCollab Client icon in the windows taskbar and select **Quit MiCollab**.
- Click the Close icon ( ) or press Alt+F4 to minimize the Client to the system tray. Right-click and select **Quit MiCollab** from the windows taskbar .

3.5 Starting up MiCollab for PC Client

On Windows 10, go to the Start screen, and then click **MiCollab**.

Note:

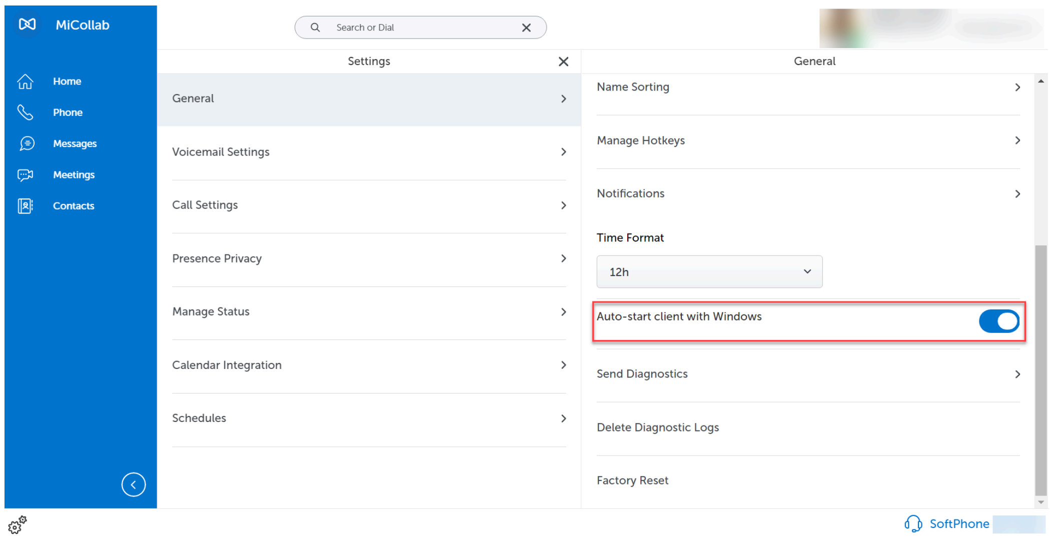
When you start the Client, it opens Microsoft Outlook in the background to sync the Outlook's address book folder list and closes the Outlook application automatically again.

If Outlook is configured but actually not used, it is recommended to turn off notifications in the Outlook application to prevent expired meeting notifications showing up at the Client startup.

Starting up MiCollab for PC Client on Windows start

You can specify the settings to automatically start the MiCollab Client when Windows starts. To manage the settings:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **General**.



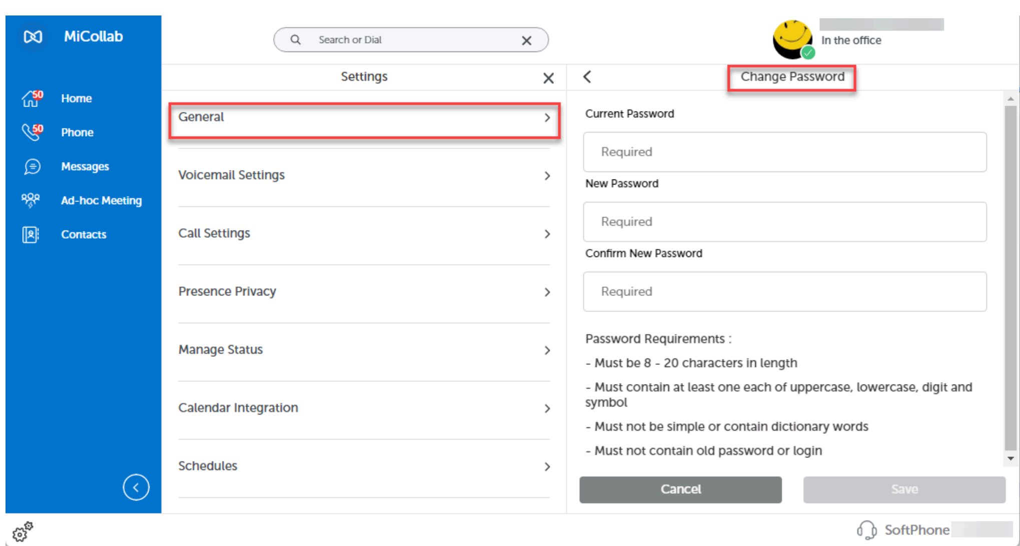
3. Enable the **Auto-start client with Windows** setting.

3.6 MiCollab Client Password settings

3.6.1 Changing MiCollab Client password

Non-SSO users can change their MiCollab Client password as per the following instructions:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click **Settings**.
2. Click **General** > **Change Password**.



3. Enter the current password and the new password in the **Change Password** screen. Ensure that the new password is compatible with the *Password Requirements* mentioned in the same screen.
4. Click **Save**.

3.6.2 Resetting MiCollab Client password

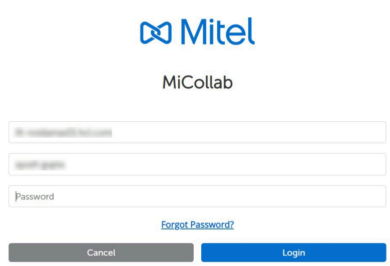
Non-SSO users, if they forget their MiCollab Client password, can:

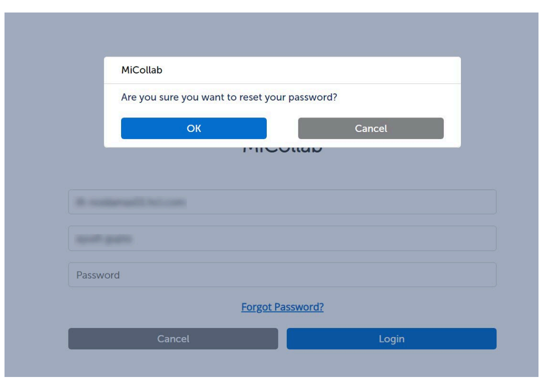
- log out of MiCollab Client and reset the password on the Login screen using **Forgot Password?** option.
- reset the password on the **Change Password** prompt using **Forgot Current Password** option.

To reset the password on the Login screen, proceed as follows:

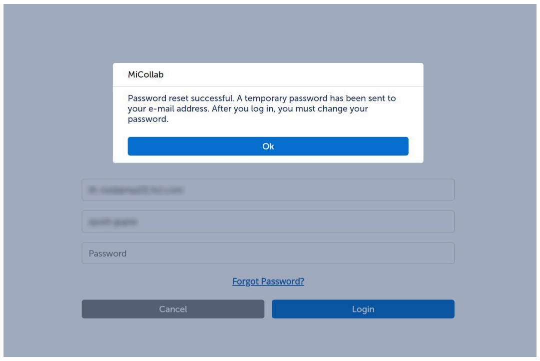
1. Click the **Forgot Password?** option on the Login Screen.

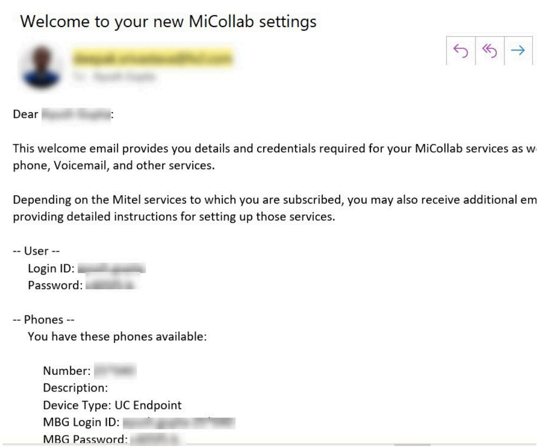
   A pop-up screen notification appears for you to confirm resetting your password.





2. Click **OK** to proceed. A temporary password will be sent to your e-mail address and MiCollab Client will be logged off.





3. Use the temporary password to log in to MiCollab Client. After you log in, you must change your password.

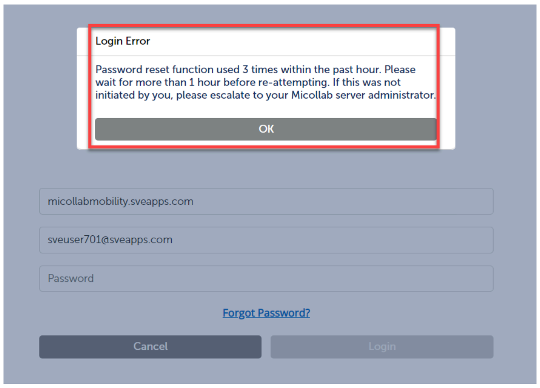
   Refer to the Changing MiCollab Client password section.
4. Enter the temporary password and the new password in the **Change Password** screen. Ensure that the new password is compatible with the *Password Requirements* mentioned in the same screen.
5. Click **Save**.

Note:

When you click **Forgot Password?** option for the first time, a pop-up notification displays prompting you to change your password. Subsequent forgot password requests will not force you to change your password after you have logged into the Client.

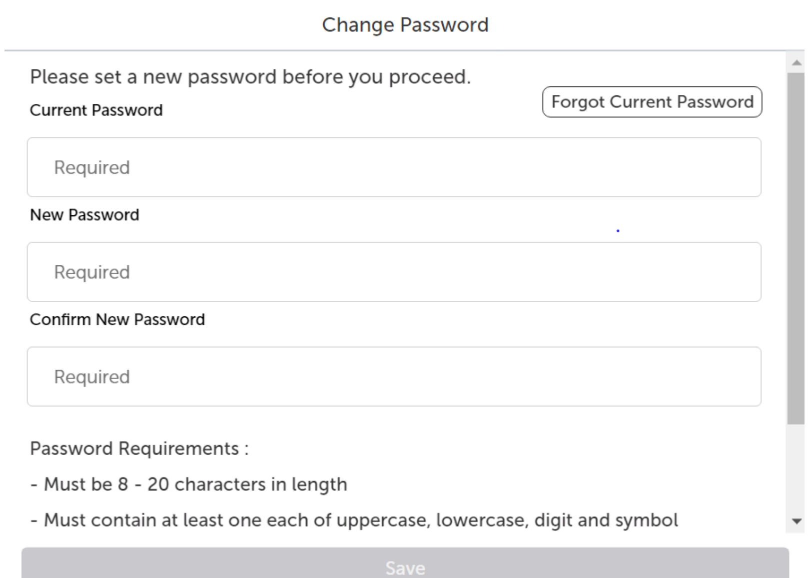
Note:

If you attempt to click the **Forgot Password?** option more than three times within an hour, the option to reset your password will be locked for a duration of one hour. After three attempts, clicking the **Forgot Password?** option will display the following message:



To reset the password on the Change Password prompt, proceed as follows:

1. When the user logs in to MiCollab Client, the **Change Password** prompt appears.



2. From the **Change Password** prompt, click on **Forgot Current Password**.

   A pop-up screen notification appears for you to confirm resetting your password.
3. Click **OK** to proceed.

   A temporary password will be sent to your e-mail address and MiCollab Client will be logged off.

   > **Note**:
   > If the **Reset Password on Login** option is enabled from MiCollab server, then upon the Client restart, the MiCollab Client users will see the **Change Password** prompt when they start MiCollab Client again.

4. Use the temporary password to log in to MiCollab Client. After you log in, the **Change Password** prompt will be displayed.
5. Enter the temporary password and the new password in the **Change Password** prompt. Ensure that the new password is compatible with the *Password Requirements* mentioned in the same prompt.
6. Click **Save**.

> **Note**:
> If you are unable to reset the password, contact your Administrator for help. Refer to the Troubleshooting section for the probable causes and solution for reset password failure.

3.7 Managing contacts

MiCollab Client provides the functionality to integrate personal contacts from other applications. This functionality is applicable only to MiCollab PC, Mobile, and Mac Clients.

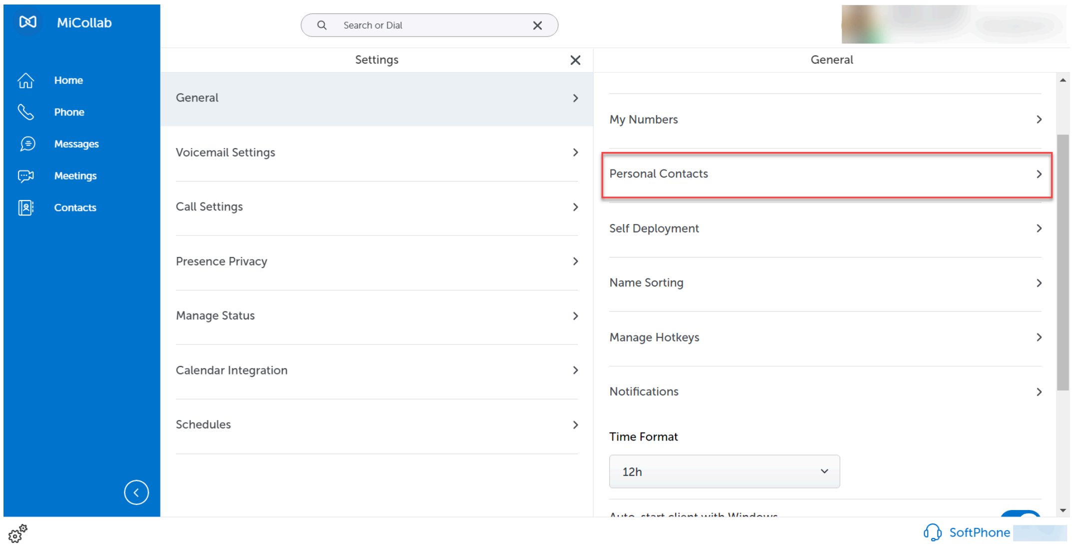
> **Note**:
> When you click e-mail icon, the default e-mail application in your system opens.

> **Note**:
> You cannot add an external contact from the MiCollab Web clients.

To search for a contact, type a name or number in the search bar in the header area.

To add contacts to your Personal Contacts list:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then **Settings**.
2. Click on **General** > **Personal Contacts.**



3. Select the applications from which to add contacts.

The applications supported are:

- Outlook (2013 and 2016)
- Built-in Windows People (Windows 8.1 and Windows 10 only)

Adding contacts as shortcuts on the home screen

The Contacts menu on the navigation page displays the **Groups, Personal, Corporate**, and **External** contact tabs.

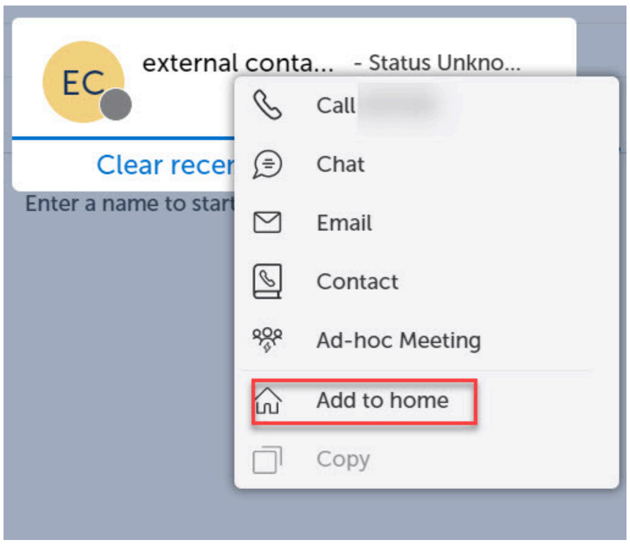
Note:
The External contacts tab visibility on the MiCollab client depends on the server configuration.

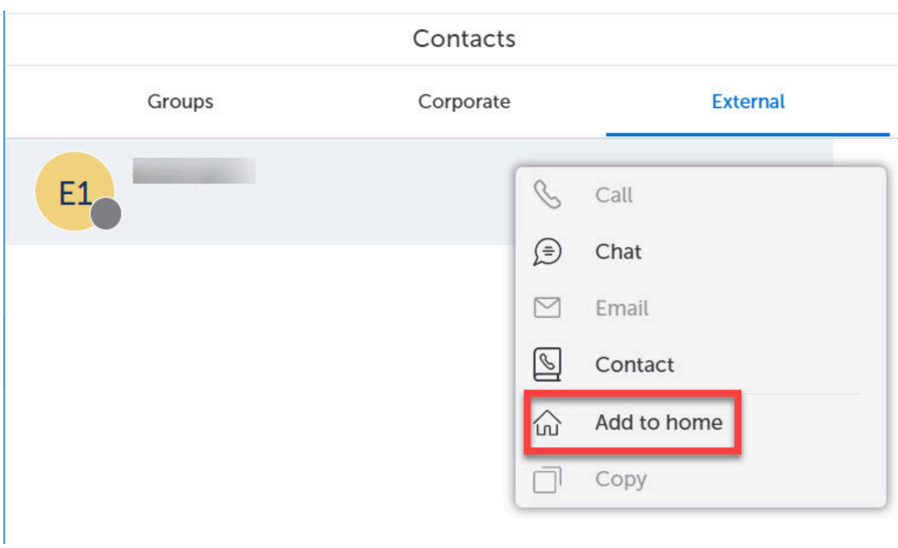
To add a contact to display as a shortcut on the home screen:

To add a contact as a shortcut on the home screen, perform any one of the following:

Note:
This is applicable to all the contacts tab, that is Groups, Corporate, Personal, and External contacts tab.

1. Open a contact name from the contacts tab (Groups, Corporate, External, or Personal) or search for the contact name from the **Search or Dial** field.
2. Right-click the contact and select **Add to home**.

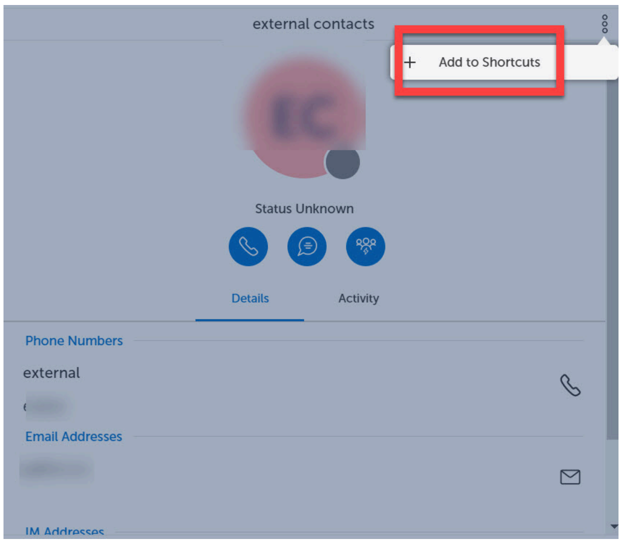




OR

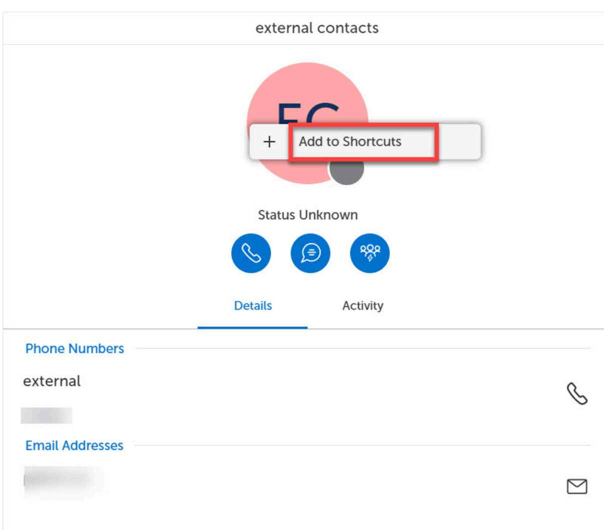
Note:
The below steps are applicable only to Corporate and External contacts.

1. Open a contact card.
2. From the top right corner of the contact card, click the more menu and select **Add to shortcuts**



OR

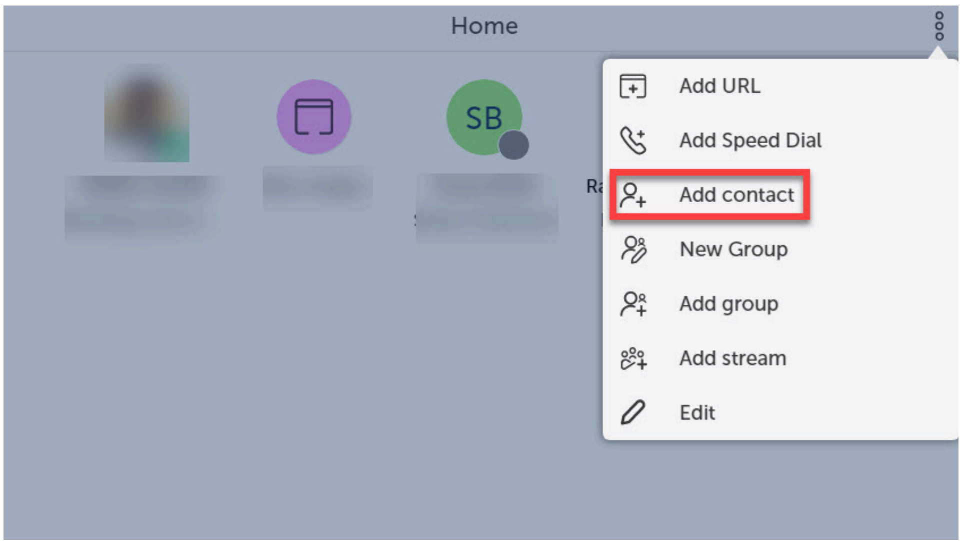
Right-click the contact card and select **Add to shortcuts**.



OR

Note:
This is not applicable to the External contacts.

1. From the home screen, click **Add contact** from the more menu.
2. Search and select the contact.
3. Click **Done**.



Removing contacts from the home screen

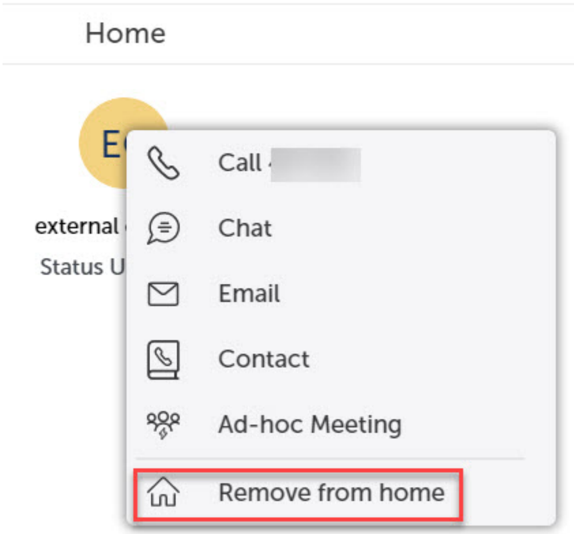
To remove a contact from the home screen:

Note:
This is applicable to only the Groups, Corporate, and External contacts that can be added to the Home screen.

1. From the home screen, click **Edit**.
2. Select the **X** icon on top of the desired contact.
3. Click **Done**.

OR

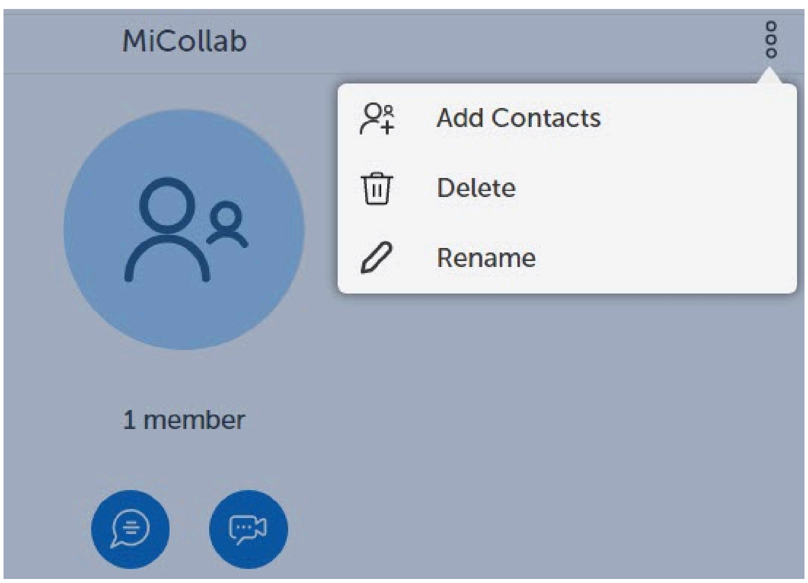
1. From the home screens, select the **Contact**.
2. Right-click the contact and select the **Remove from home** option.



Adding contacts into a group

To add a contact into a group:

1. From the Contacts menu, select a group.
2. Click the more icon and select **Add Contacts**.



3. Search and select the contact.
4. Click **Done**.

Removing contacts from a group

To remove a contact from a group:

1. From Contacts menu, select group.
2. Click the more icon, select **Delete**.
3. Click the **X** icon on the desired contact.
4. Click **Done**.
5. Click **OK** from the Delete Confirmation dialog box.

3.8 Push Notifications

Notifications are displayed for the following:

- Chat messages
- Voicemail messages
- Presence request
- Incoming calls
- Missed calls
- MiTeam Stream and MiTeam Meet invites
- Ad-hoc meeting invites

The push notification feature is enabled by default. You can choose to disable this feature in the MiCollab for Mobile Client. To disable the notifications:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click **General** > **Notifications**.
3. Under **Notifications**, disable the preferred notifications.

By default, chat previews are displayed in full or in part in the notification depending on the length of the message.

Note:
If you tap on a notification for a chat, the MiCollab for Mobile Client displays all chat conversations, not the individual chat for which the notification was received.

3.9 Chat features

Note:
The MiCollab Client application must be logged in to receive chats and chat notifications. The application can be running in the background (open and not visible), but if the app is closed, you will not receive any notifications.

Chat typing indications

When a participant begins typing during an individual or group chat, MiCollab Client provides a visual indication to other chat participants that this person is typing.

Chat message history

The **Messages** screen displays a list of the individual and group contacts with whom you have chatted. Each item in the list also indicates the date and time of the last chat message that was sent to or received from that contact. Selecting an item in the list opens the chat screen for that individual or group contact displaying messages from previous conversations including the time of day and top banner with the date for each chat message.

3.9.1 Chats

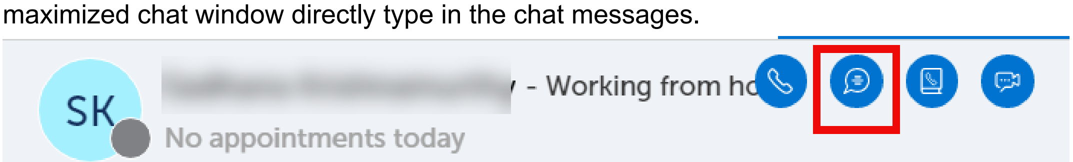
MiCollab chat is a full featured chat function that synchronizes chat conversations, file transfer, and group chat across devices. MiCollab Client is integrated with CloudLink platform to provide an enhanced experience for all the MiCollab users. MiCollab chat will function even when the MiCollab server is not reachable.

3.9.1.1 Initiate a 1:1 chat

From Chats menu

1. From the navigation menu, select **Messages** to see the recent chat conversations under the **Chat** tab and then select a specific chat.

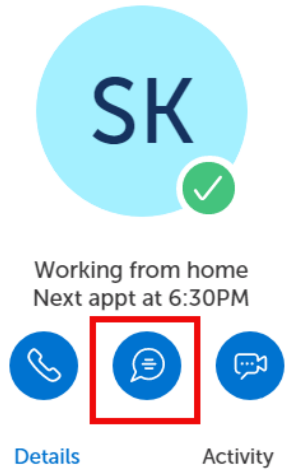
   In a minimized MiCollab chat window, hover over the contact and select the **Chat** icon, or in case of a maximized chat window directly type in the chat messages.



2. In the text area, type a message. You can also copy and paste a message from existing chats.
3. Press Enter or click the **Send** icon.

From Contacts menu

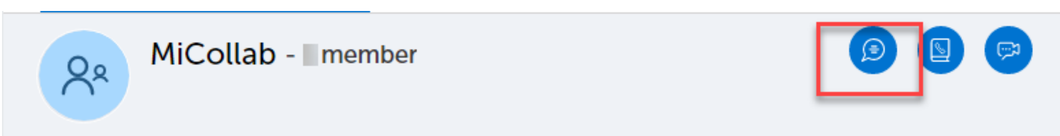
From the Contacts menu, click the contact's name from the Corporate list and select the **Chat** icon.



3.9.1.2 Initiate a group chat

From Contacts menu

From the Contacts menu, click the group's avatar and select the **Chat** icon.

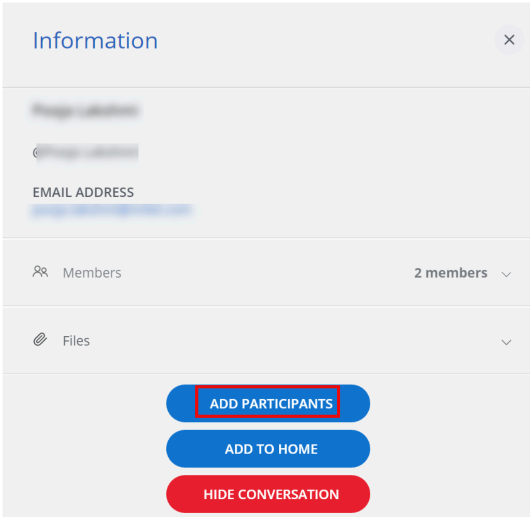


From a 1:1 chat

1. From the Messages page, open the Chat tab.
2. Click on the right pane of the individual chat and then from the top-right corner of the chat window click on the **Info** icon.

   The information about the individual chat is displayed with all the information.

3. Click on **Add Participants** to add more members to the chat.



4. Search for the contacts and select **Done** to initiate the group chat session.

   This will create a new group chat with the participants. The original 1:1 chat conversation will remain as it was.

> **Note**:
>
> After a group chat is started from a 1:1 chat, new participants will not be able to see the previous conversation history.

> **Note**:
> If you delete a group chat, you will still receive chat notifications from other participants. The chat history will be retained for future conversations with the same participants.

3.9.1.3 Chat options

Send a voice message

1. Within the chat conversation, click on the microphone icon to start recording the audio message.

   This enables the microphone and starts recording the audio.
2. Once the audio is recorded, click the microphone icon once again to end the recording.
3. Click on the send icon to share the audio clip within the chat conversation. You can also play the audio message before sending it.

> **Note**:
> Click **Delete** to delete the recorded audio clip.

Share your location

> **Note**:
> For Windows 10, make sure that **Allow apps to access your location** is enabled in Windows settings for this feature to function.

1. If **Allow apps to access your location** is disabled, go to **Start** > **Settings** > **Privacy** > **Location** and enable **Allow apps to access your location**.
2. Restart MiCollab for PC Client.
3. Within the chat conversation, click the location pin icon.

> **Note**:
> Sharing your current location using MiCollab for PC Client (Windows 10) has a limited accuracy. MiCollab for PC Client application is not distributed through the Windows store and does not show in the list of applications under **Location Service** (to grant permission to use precise location) on Windows.

Share a file or an image

1. Within the chat conversation, click the attachment(paperclip) icon.
2. Select the file/image and click **Open**.

> **Note**:
> The maximum file size for an in-session sharing is ~10 MB.

3. Click Enter or the Send icon.

Send an emoji

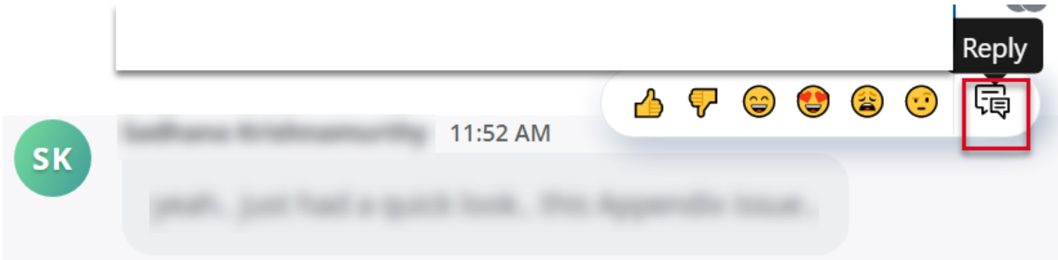
1. Within the chat conversation, click the emoji icon.
2. Select the emoji you want to send from the emoji gallery.
3. Once you have inserted the emoji in the chat box, press Enter or click the Send icon.

React to a message

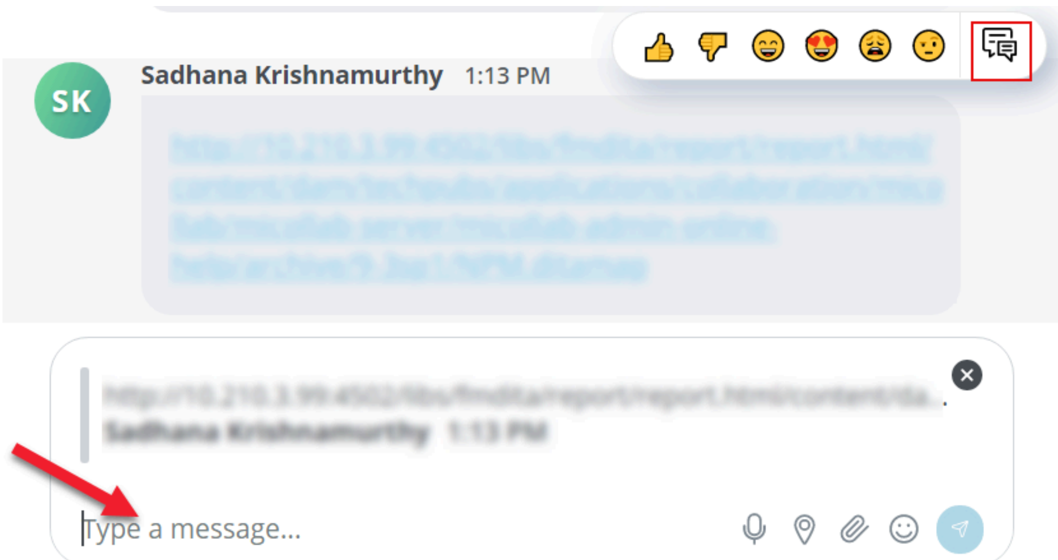
Within the chat conversation, you can react (using emojis), reply to individual messages or perform more functions (like edit, select, view message information, or delete messages). To react to an instant message, from a conversation window, hover over the message and select emojis or the reply option.

To reply to a specific message:

1. Hover over the message you received and select the reply button.



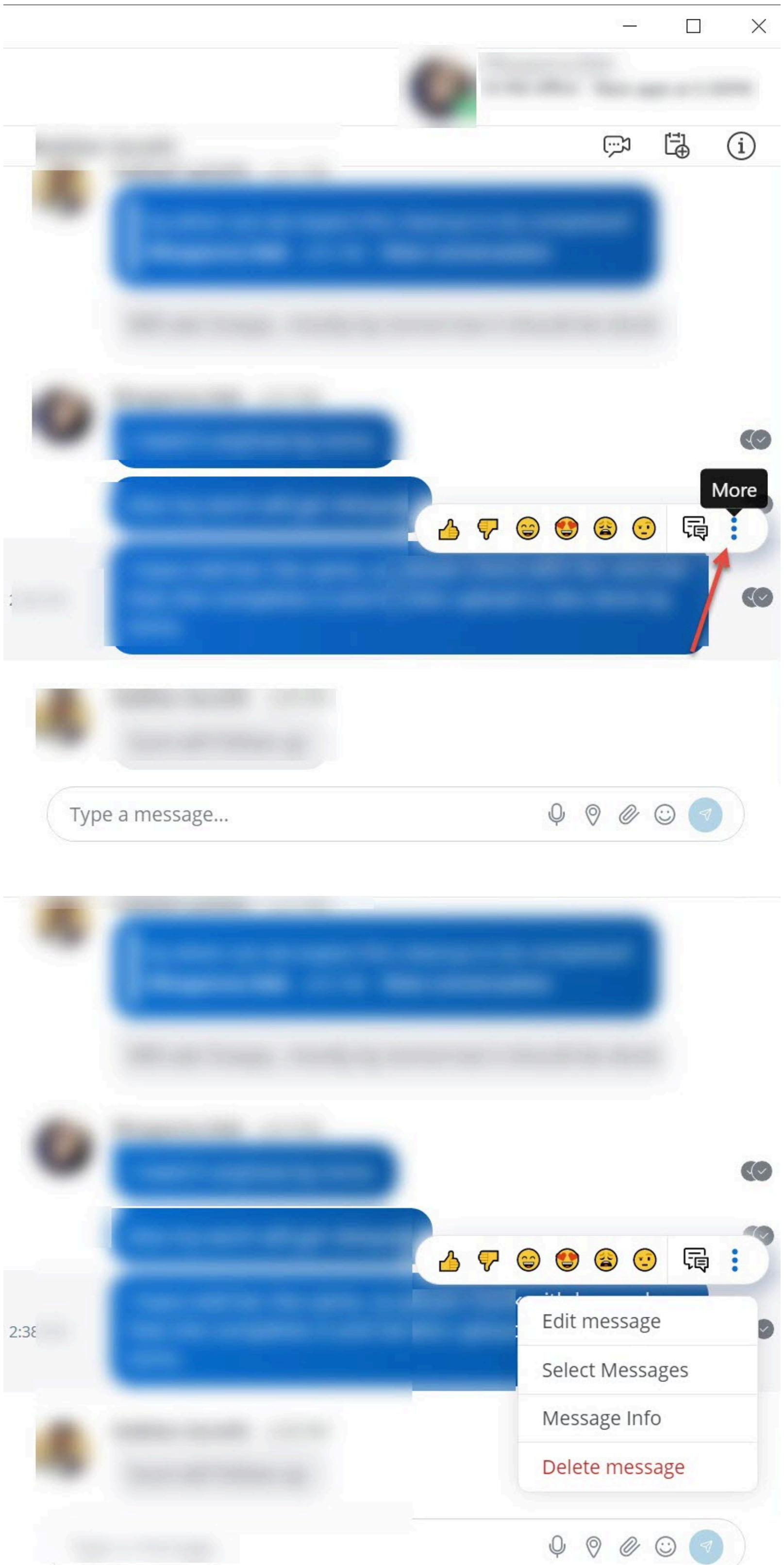
2. This will quote the chat line, and you will type the message.



3. Press Enter or click the Send icon.

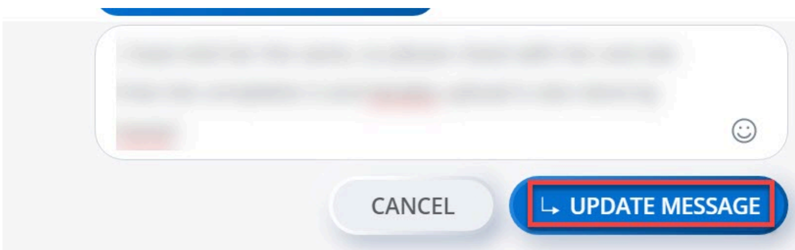
To perform more functions under the chat option:

1. Hover over the message sent to the recipient and select the more icon to display all the options.

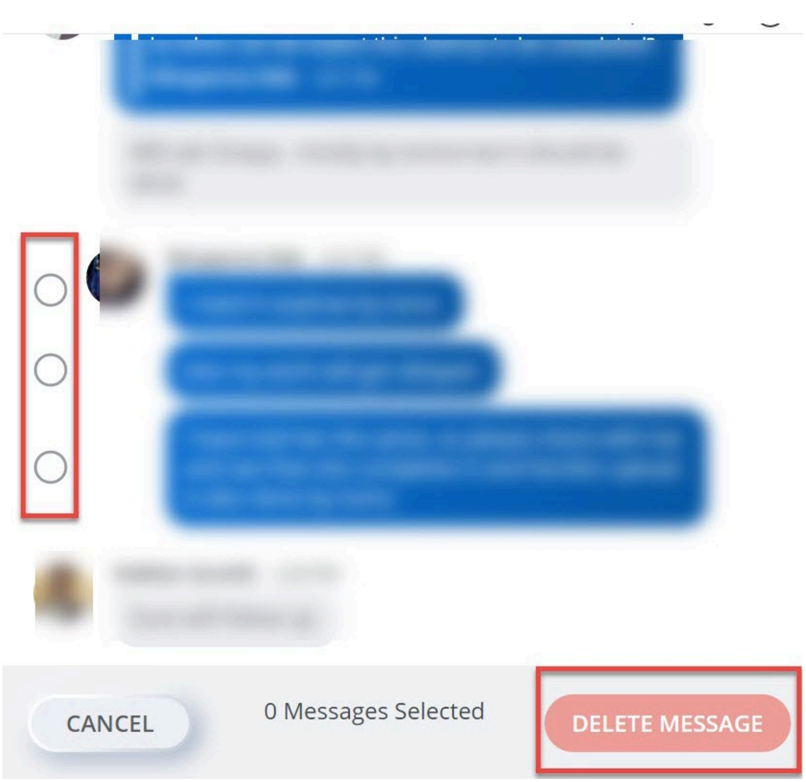


2. Click on the options displayed under the more icon to perform the following functions:

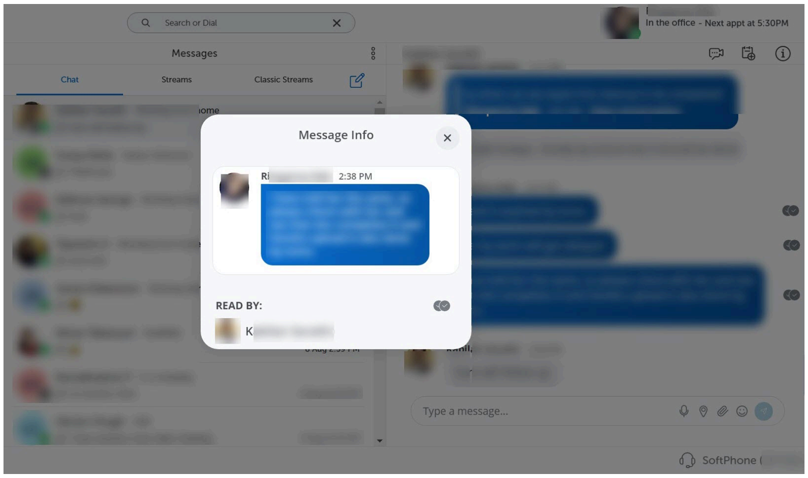
- **Edit Message** - This option allows you to edit the messages sent to the recipient. You can select the message and edit the text and re-send it. The edited message displays a tag which shows the message has been edited.



- **Select Message** - Using this option, you can select multiple messages sent to the recipient and then you can delete them from the chat window. The total number of messages selected for deletion is displayed. Received messages cannot be deleted.

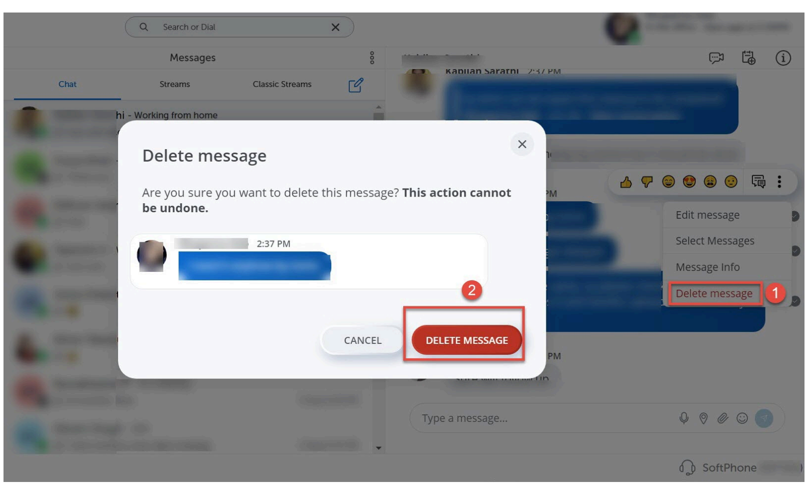


- **Message Info** - This option displays the read receipt of the sent message and the delivered-to information.



- **Delete Message** - Using this option, you can delete a specific message or multiple messages sent to the recipient.

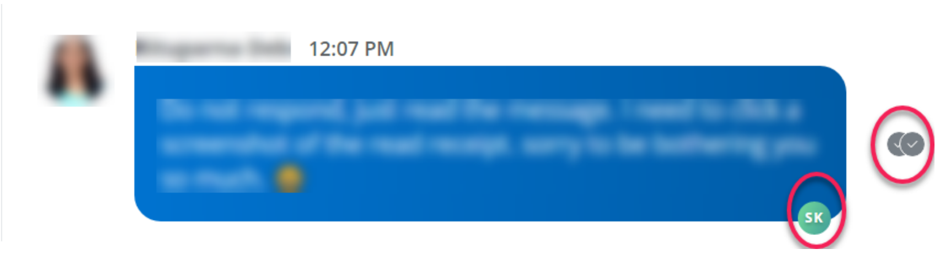
Note:
When the Select Message option is used to delete multiple messages, an unexpected Client behavior might occur. A fast double-click of the Delete confirmation button may result in the deletion of all but one of the messages the user selected for deletion. The double-click is an incorrect user action for a confirmation button. In the rare cases when the double click is very fast, the first click correctly confirms deletion and closes the confirmation window, but the second click un-selects the message that appears in the now active window, resulting in that message being removed from the delete request. The correct action is a single click on the delete confirmation button.



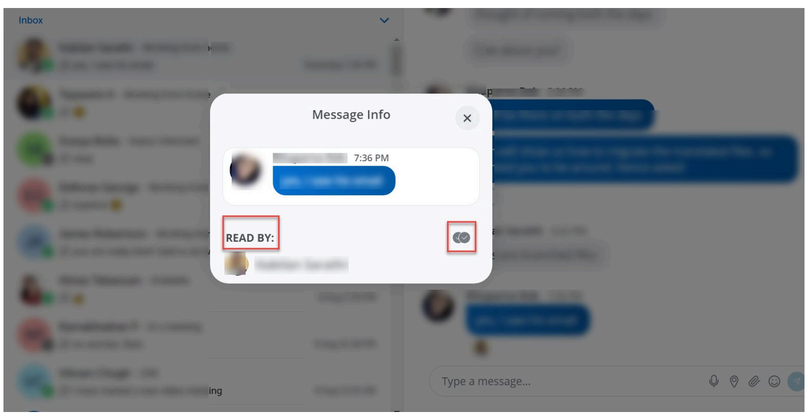
Note:
A very fast double-click on the delete confirmation button would in many occasions, delete all but one item in the list of messages to be deleted (in case multiple messages are selected). The double click is an incorrect user action behavior, because, the first click confirms the deletion and the second-click un-selects the message below the dialog box from the "string of messages" for deletion.

Read receipts

MiCollab Client read receipts indicates who has read your message in real-time. A miniature version of the contact's avatar (it could be the contact's photo or contact's initials) right below the conversation is displayed or a double tick appears on the right side of the sent message indicating that they have read the message. Hover over any of the mini avatars to see the contact name.



You can also view the read receipt by selecting the message sent to the recipient and then click the **More** icon **> Message info**.



Hide chats

To hide a chat conversation:

1. From the navigation menu, click **Messages > Chat**.
   - Right-click the contact or chat conversation and select **Hide**.

     OR
   - Within the chat session select **Hide** from the more ( ) menu.

     OR
   - Swipe left on the chat conversation until you get the **Hide** option.

> **Note**:
> On legacy chats, swiping left deletes the chat conversation.

2. Click **OK** in the confirmation pop-up window to hide the chat conversation.

> **Note**:
> Select the **Do not show again** checkbox to not display the message again.

3.9.1.4 Chat functionality when Internet connection is not available

Users can log in to MiCollab Client even without an active Internet connection. The Client functionalities (such as calls, creating new chats, starting Streams meets, Meetings, and so on) that require an active Internet connection will not be available.

> **Note**:
> The users can log in to the Client only if they have previously logged in.

A dialog box is displayed with an alert that the Client cannot connect to the server and list of features available during this downtime.

When an active Internet connection is re-established, users will see a prompt to restart the Client to recover the full functionality. Until the client is restarted, it will be in "no server connection" mode.

Available chat features when the Client is offline

When there is no active Internet connection, users can use the below chat functionalities:

- **View cached data**: When the Client is offline, users can view the cached data such as Contacts, Call History, and Voicemail.
- **View Chats and Stream conversations**: When the Client is offline, users can view the chat messages and Stream conversations. Only the last 100 chat conversations and 40 messages per conversation will be cached and displayed to the user.

> **Note**:
> When number of conversations exceeds 100, the oldest conversation is removed (including all of its messages) to accommodate the newest conversation.

> **Note**:
> If there are too many chat messages in a conversation, there will be a slight delay (~ 2 mins) to load the messages.

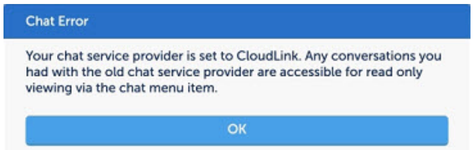
> **Note**:
> Attachments within the chat conversation will not be displayed and are replaced by placeholders.

> **Note**:
> Users will not be able to send attachments, the icons will be in a disabled state.

3.9.2 Legacy chats

MiCollab users who have migrated from MiCollab Client version less than 9.0 will see a new tab **Messages** > **Legacy chats**. Legacy MiCollab chats will be archived and available to the users as read-only under the **Chat** tab.

When the users are migrated to Client version 9.0 and later, the client displays an alert at the first log-in informing users that their chat provider has changed. The legacy MiCollab chat will be disabled for the user.



For migrated users, all the default quick action menus (such as hover-over chat, right-click chat, and so on) will be directed to the new MiCollab Client **Messages** feature.

3.10 Call features

Using MiCollab Client you can make MiCollab calls from:

- Chat window
- Dialpad (Mobile Clients only)
- Contacts
- Search result
- Call history records

Note:
To display the contact's phone number, hover over the call icon on the contact card. Also you can right-click the contact card to view the contact's phone number.

Note:
You can make calls to numbers containing special characters (*** # / , . () - + space**).

Note:
Extension numbers that are matching with international emergency numbers cannot be dialed using the MiCollab Client. These numbers must not be used as internal extension numbers.

Note:
On Android, it is not possible to dial the Emergency numbers via SIP, as an Android connection service interrupts all attempts that are dialled from the client via SIP. The only way to get the number dialed is via a native dialer.

iOS supports cross-launching a MiCollab call via custom URI. The supported URI formats are:

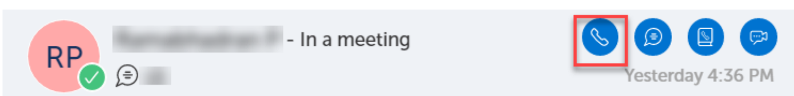
- `micollab://call?number=123456789`: To open dialer and then make a call
- micollab://call?number=123456789&mode=direct: To call directly

3.10.1 Making calls

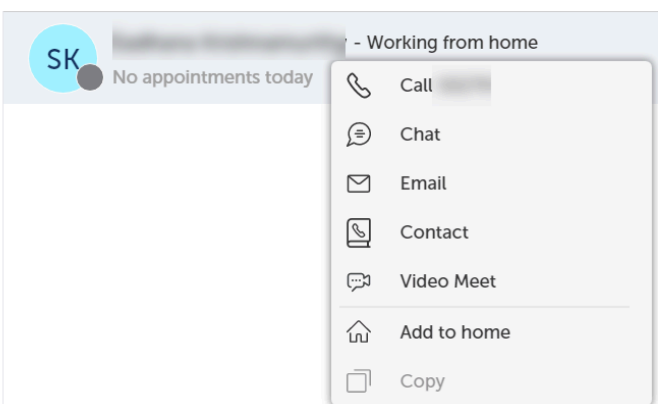
3.10.1.1 Making a MiCollab call from the chat window

To make a voice call from an existing instant messaging session, perform one of the following steps:

- From the **Messages** menu:
  - Hover over the contact and select the **Call** button to dial the primary telephone number for this contact.



  - Right-click the appropriate instant messaging card and select the **Call** button to dial the primary telephone number for this contact.



- Open the instant messaging window, hover over the contact and click the **Call** button to dial the primary telephone number for this contact.

3.10.1.2 Making a MiCollab call from the Contacts menu

> **Note**:
> If the contact information does not include a telephone number, the Call button on the contact's card is disabled.

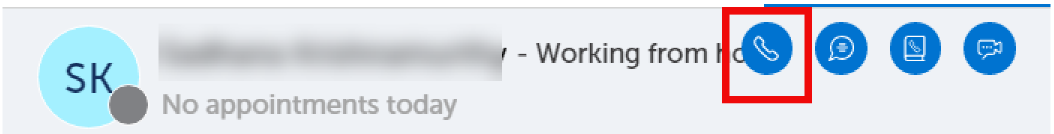
To make a voice call using from the Contacts menu:

1. From the navigation menu, click **Contacts**.
2. Click **Groups**, **Personal**, **Corporate**, or **External** contacts tab.

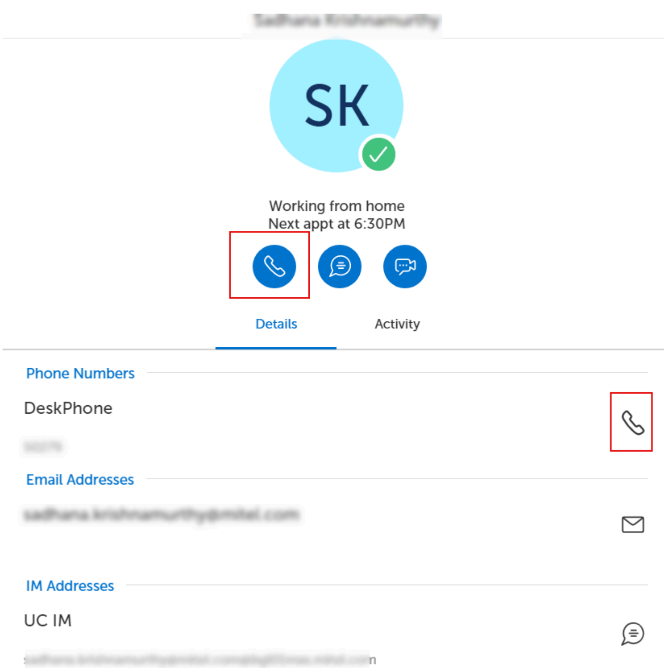
> **Note**:
> **External** contacts tab visibility depends on the server configuration.

3. Perform one of the following steps:

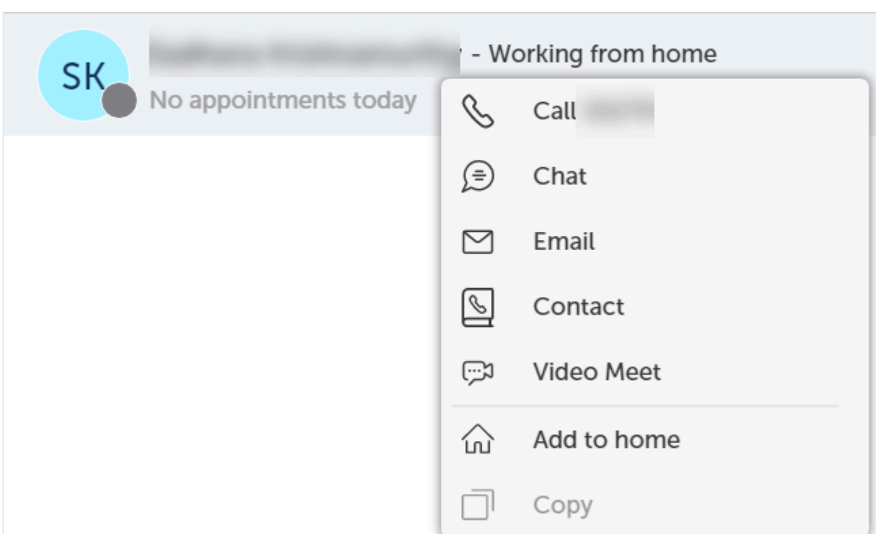
- Hover over the contact card, click the **Call** button to dial the primary telephone number for this contact.



- Open the contact, click the **Call** button or click the **Call** button next to the desired phone number (from **Phone Numbers**).



- Right-click the contact card and click the **Call**button to dial the primary telephone number for this contact.



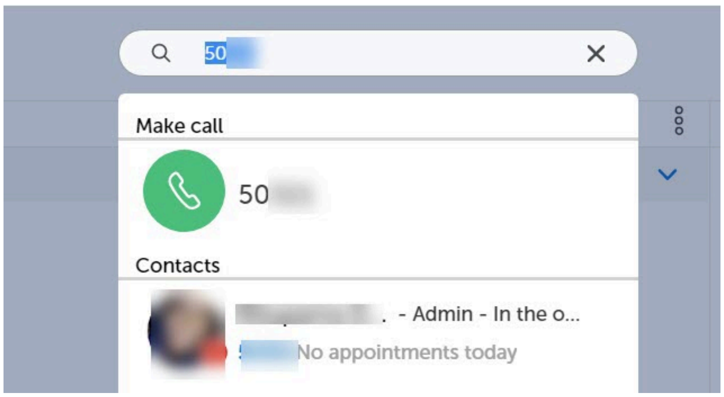
An in-call window is displayed with the caller's name, telephone number, and picture (if available).

3.10.1.3 Making a MiCollab call using the Search or Dial field

To make a voice call using the **Search or Dial** field:

1. Enter the telephone number or name of the contact in the **Search or Dial** field.
2. From the search results, perform one of the following steps:

   - Select the number from the **Make call**.

   - Hover over the contact card, click the **Call** button to dial the primary telephone number for this contact.

   An in-call window is displayed with the caller's name, telephone number, and picture (if available).

When finished, click the Close (**X**) button or press the ESC key on your keyboard.

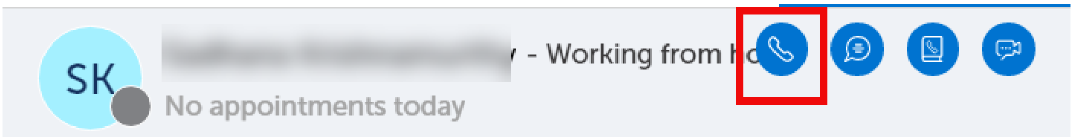
3.10.1.4 Making a MiCollab call from the Phone menu

To make a voice call using from the Phone menu via call history:

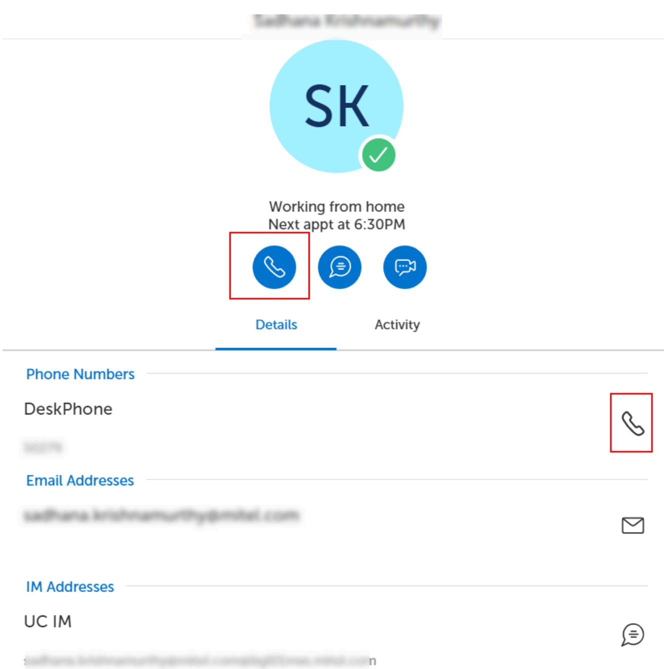
1. From the navigation menu, click **Phone**.

2. Perform one of the following steps:

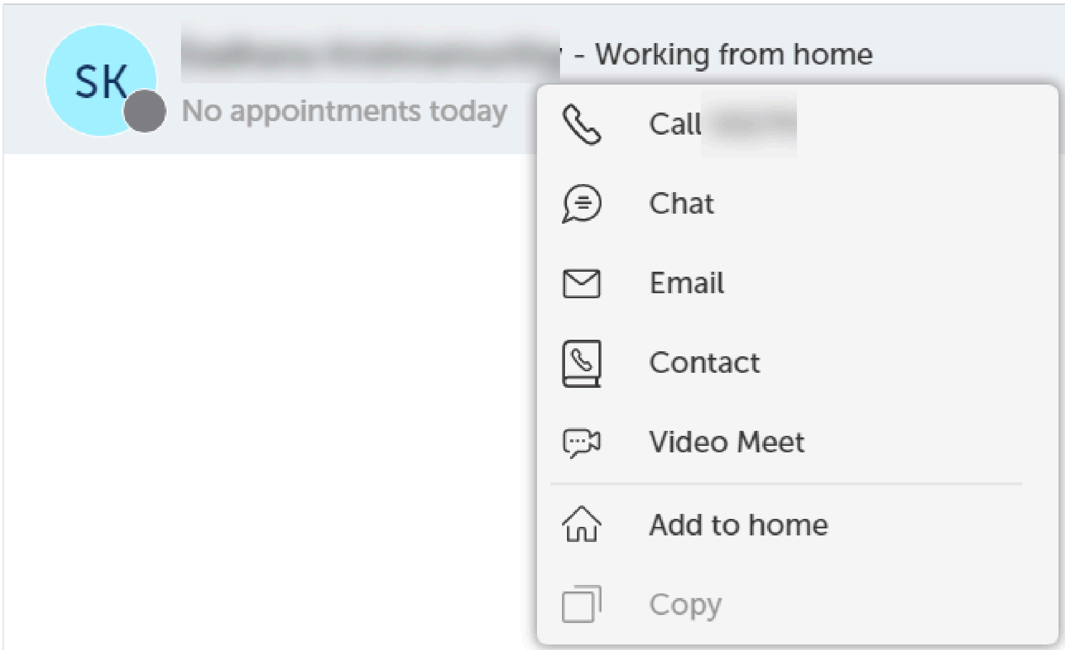
- Hover over the history card (from All or Missed tabs), click the **Call** button to dial the primary telephone number for this contact.



- Open the contact, click the **Call** button below the contact or click the **Call** button next to the desired phone number (from **Phone Numbers**) to call the contact.



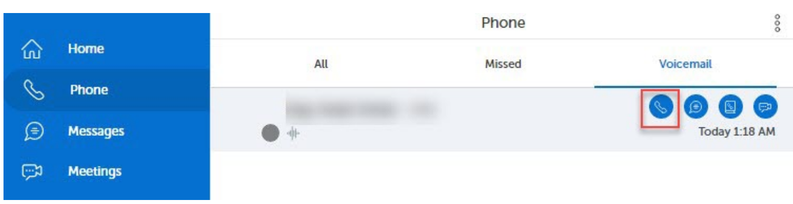
- Right-click the contact card and click the **Call** button to dial the primary telephone number for this contact.



An in-call window is displayed with the caller's name, telephone number, and picture (if available).

To make a voice call using from the Phone menu via the Voicemail tab:

1. From the Navigation menu, click **Phone**.
2. Under the **Voicemail** tab, hover over the voicemail contact name displayed and click the **Call** button to dial the primary telephone number for this contact.



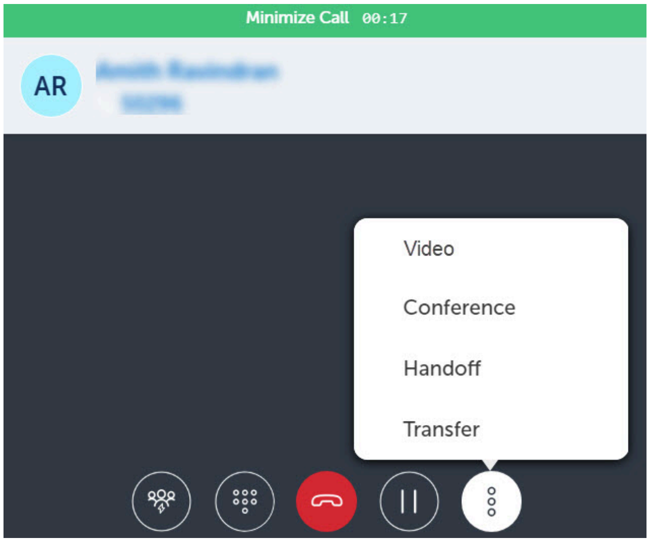
An in-call window is displayed with the caller's name, telephone number, and picture (if available).

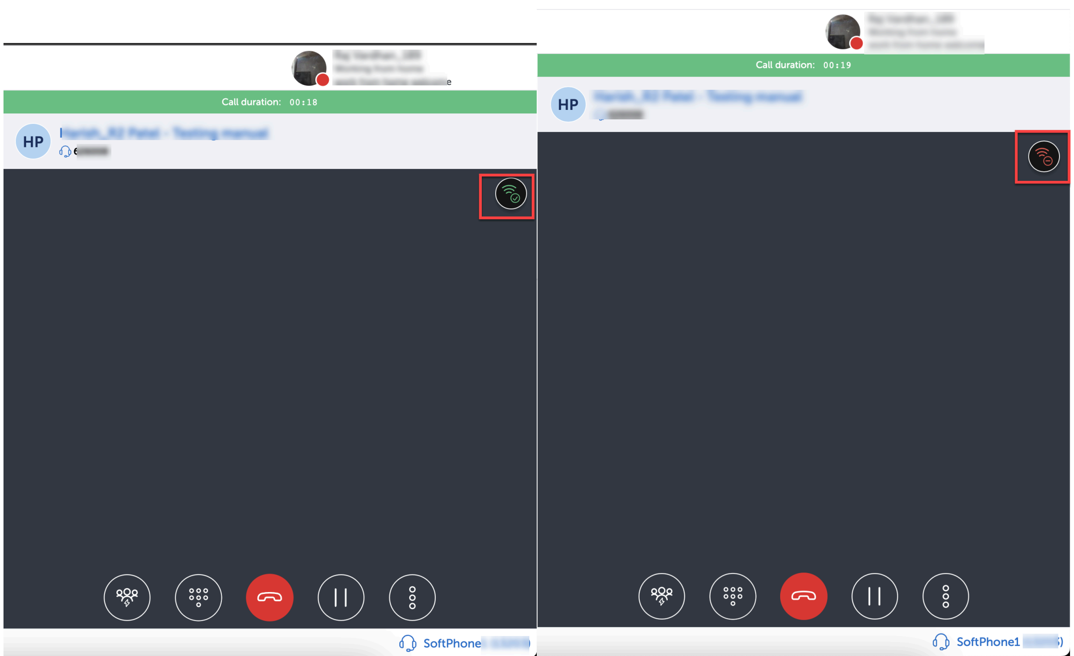
3.10.2 In-call features

MiCollab call screen provides access to the following call control features during an active call:

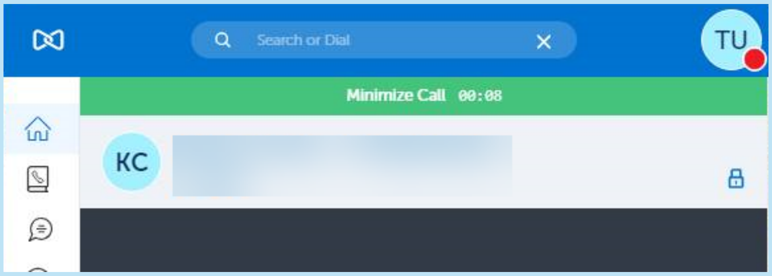
- Ad-hoc Meeting
- Dialpad
- Conference
- Transfer (Supervised)
- Handoff
- Hold/Retrieve
- Hang-up

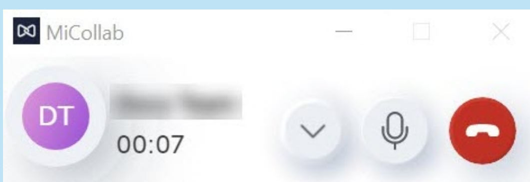
- Mute/unmute (Softphone only)
- Speaker (Softphone only)
- Video (Softphone only)
- Call Quality Icon (Softphone audio calls only)





Note:
You can enable DND (Do Not Disturb) at any time to block calls to your MiCollab Client application. For instructions, see Manage Status.

> **Note**:
> The ongoing call can be encrypted when the administrator sets the Secure Real-time Transport Protocol (SRTP) mode to **Mandatory** in a deployment profile. A padlock icon will be displayed on the ongoing MiCollab call screen. This indicates that the ongoing call is encrypted.
>
> 
>

> **Note**:
> When you minimize an active call or open other options in Client, the In-Call floating window opens. Double-click the floating window to return to the call. To disable the in-call floater window, click **Settings** > **Call Settings** and set the **Show In Call Floater Window toggle** to **Off**.
>
> 
>

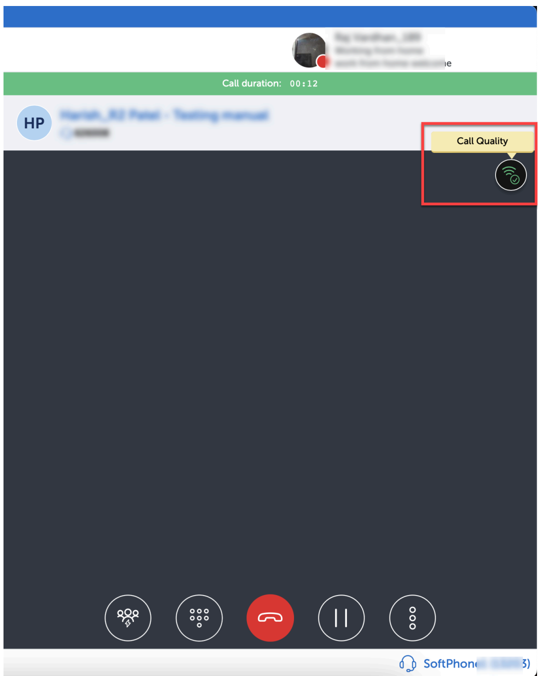
> **Note**:
> For the end-users to use the Web Client features (hold/retrieve, supervised transfer, conference, etc), the administrator needs to update the MiVB to the 9.4 or above to the GA version. For more information, see the **Client Administrator Guide** > **MiVoice Business PBX** section.

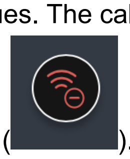
> **Note**:
> The Web Client features such as hold/retrieve, supervised transfer, conference, etc are not applicable to MiVoice Office 400.

Call quality icon

The MiCollab users can view the audio call quality during an active audio softphone call. The call quality icon is displayed on the top-right corner of the mid-call screen and it appears after 5 seconds into the call. When the user hovers over the icon, a tooltip is displayed with the text indicating the name of the icon, that is Call Quality.

> **Note**:
> The Call Quality icon is not visible during video calls and CTI calls.

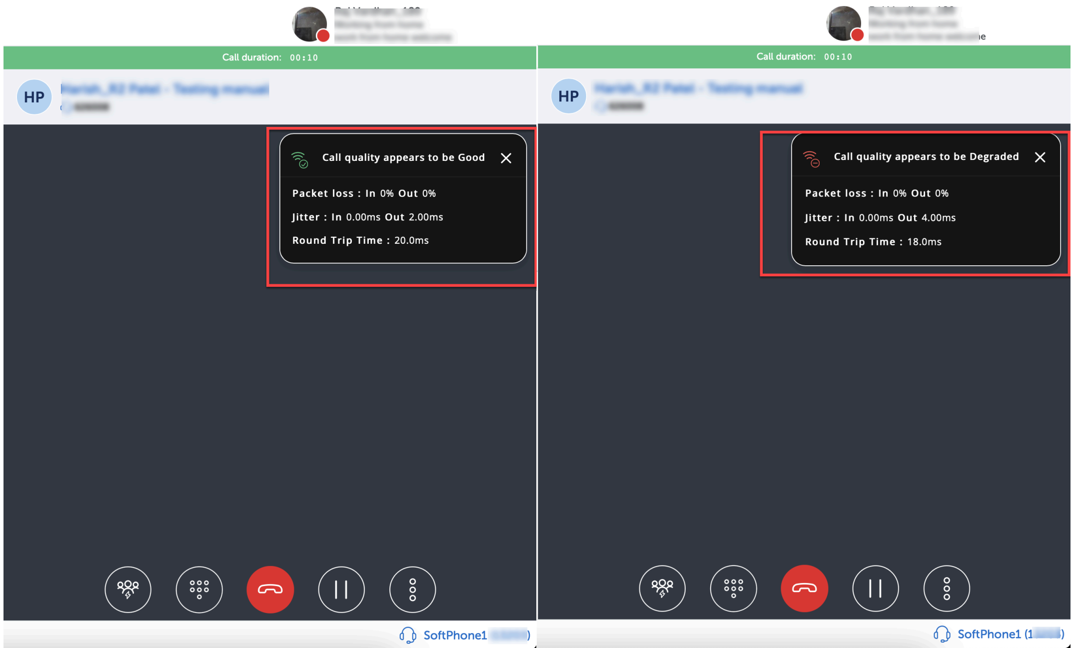


When you click on the call quality icon, it expands into a banner which displays the details of the call quality along with the values. The call quality icon is represented differently for good call quality () and degraded call quality ().

The call quality banner will display the following values when the icon is expanded. When you hover over each of the values displayed in the call quality banner, the tooltip will display the details of each of these values.

- Audio quality - Shows as *Good* or *Degraded*. Two different icons represent good and degraded quality of calls.
- Packet loss - This field displays the missing conversation parts that result in audio gaps or interruptions. Values for both inbound and outbound network packets are displayed.
- Jitter - This field shows the inconsistent network performance that appears as choppy or distorted audio.

- Round Trip Time - This field value displays the delay between speaking and hearing the response.



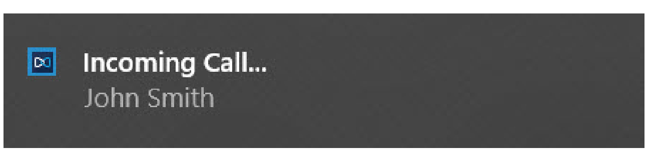
Note:
The Call Quality icon is applicable to the Telephony-only clients as well. See the MiCollab PC Client Telephony-only mode section for the details.

3.10.3 Handling calls

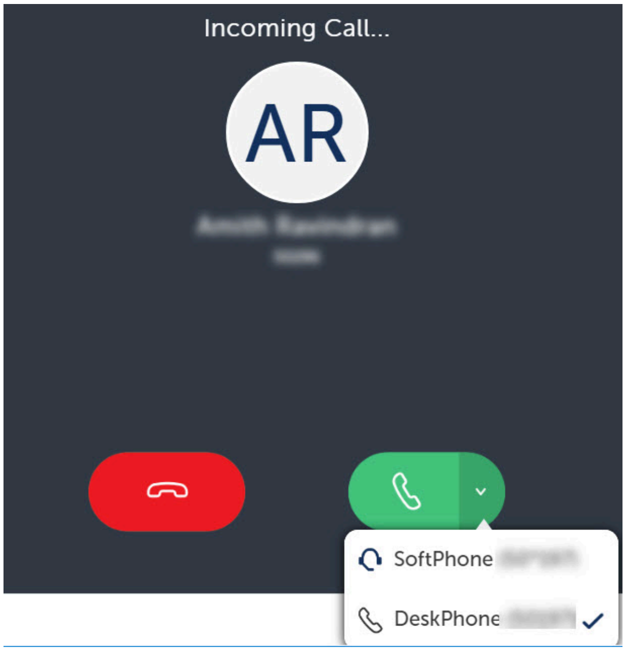
3.10.3.1 Answering a MiCollab Call

To answer a phone call on MiCollab Android Client:

- If MiCollab Client is running in the background: A notification appears in the lower-right corner of your computer screen. Click the notification to bring the MiCollab Client to foreground.



- If MiCollab Client is running in the foreground, click the **Accept** button.



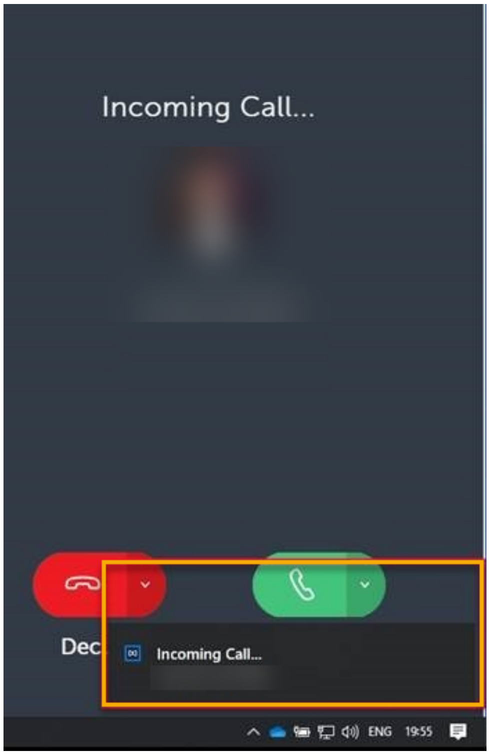
Note:

The answer button will display the selected preferred device. For example, if the preferred device is selected as Deskphone, an incoming call can only be answered on the desk phone.

If the preferred device is set as Softphone and the Softphone is disabled/not registered, the **Accept** button and a tooltip (device unavailable) is displayed to the user. Clicking the **Accept** button will display a pop-up with a list of available devices for selection.

Note:
While active on a MiCollab call, if there is a second MiCollab incoming call, the call screen displays the incoming caller ID and you hear a call waiting tone. You can accept or decline the call. The in-call features include hold, retrieve, end call, transfer, conference, and toggle options.

For any new Windows notifications, the screen region around the notification will be inactive. You cannot click or answer a MiCollab call if your Client is docked to the bottom-right screen.



To avoid this, perform the following workarounds:

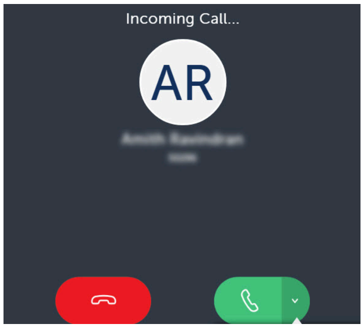
- Click the notification which will remove the notification and bring the client automatically to the foreground.
- Move your Client away from the notification region. So when there is an incoming call notification, the pop-up is not in the way of the Answer button.
- Disable Windows Banners and sounds notification for the MiCollab application (Windows **Settings** > **Notifications & actions** and turn **Off** notifications for MiCollab).
- Disable the **Notify me on incoming call** notification in the Client (**Settings** > **General** > **Notifications**).
- Use hotkeys to answer the call.

Incoming calls behavior for unpublished and private numbers:

- **Unpublished numbers**: An incoming call from an unpublished number will display only the contact's name and not the number. The called party will not be able to copy the obfuscated number. Outgoing calls can be made to an unpublished number only by entering the number. The Client will not display the unpublished number in the Search results, Call History, Contacts, and Voicemail menu. To unpublish a number, click **Settings** > **General** > **My Numbers**. Select the number and uncheck the **Publish** setting.
- **Private numbers**: This feature is only applicable to users on MiVoice Business communication platform. An incoming call from a Private number (that is unpublished as well) will display only the contact's name and not the number. The caller ID will be displayed as "*****" instead of the actual number. The called party will not be able to copy the obfuscated number. Outgoing calls can be made to a private DN only by entering the number. The Client will not display a Private number in the incoming calls, Search results, Call History, Contacts menu, contact card, Voicemail menu, and notifications. In the incoming call window, the **Decline with message** option will not be shown for the user with a private DN. Contact your administrator to enable the Privacy DN feature.

3.10.3.2 Decline a MiCollab call

To decline an incoming MiCollab call, click **Decline**.



Note:
In some use cases where softphone calls cannot be declined, pressing the **Decline** button will only mute the ringer.

3.10.3.3 Placing a call on hold

To hold an active MiCollab call, from the call window, select the **Hold** () icon.

3.10.3.4 Resuming a call on hold

To resume a MiCollab call on hold, from the call window, select the **Retrieve**() icon.

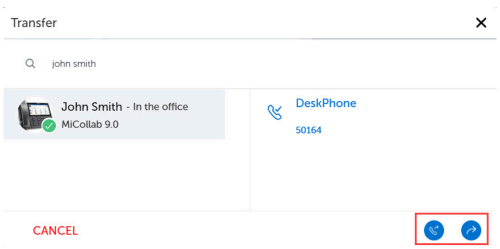
3.10.3.5 Transferring a call

Use the **Transfer** feature to transfer a MiCollab audio call from one user to another user. MiCollab Client supports two modes of call transfer; Supervised transfer (Consultation) and Unsupervised transfer (Blind) from the call window.

To transfer an active MiCollab audio call:

1. While on an active MiCollab audio call, select **Transfer** from the **more** ( ) menu.

2. Choose a contact or enter a name or telephone number in the search box.



3. Select the required contact and click **Consultation Call** ( ) for a Supervised transfer or **Blind Transfer** ( ) for an Unsupervised transfer.

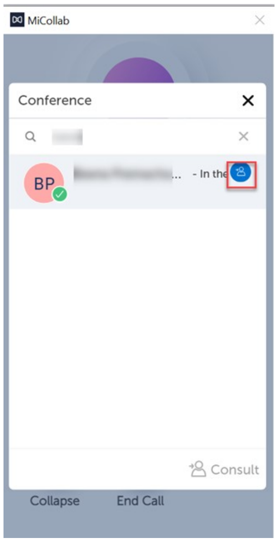
   Call Transfer complete message is displayed and the call is successfully transferred.

3.10.3.6 Initiating a conference call

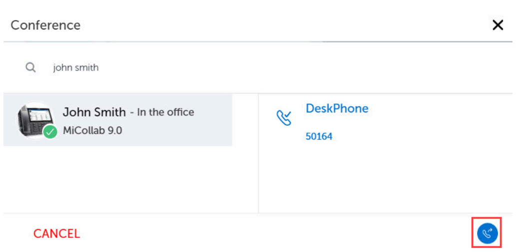
To initiate a MiCollab conference call:

1. Initiate a MiCollab call.

2. Select **Conference** from the **more** ( ) menu.



3. Choose a contact or enter a name or telephone number in the search box and select **Conference** ( ).

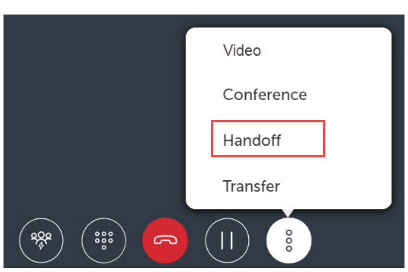


   The active call is put on hold and a new call is initiated.
4. Once the third party answers the call, select the **Conference** icon to initiate the conference call.

3.10.3.7 Call handoff

Handoff provides the ability to push a connected softphone call to another available device. To handoff (push) an active MiCollab call to another device:

1. Initiate a MiCollab call.
2. Select **Handoff** from the **more** ( ) menu.



3. Select the preferred device from the **Handoff to** dialog box.

   The **Handoff complete** message appears on the screen indicating the handoff is successful.

> **Note**:
> The call remains displayed in the MiCollab Client until the call is ended.

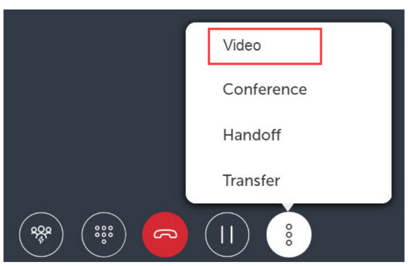
3.10.3.8 Hanging up a call

To hang up a call, select the **End** button in the in-call window.

3.10.3.9 Escalating a MiCollab audio call to a video call

You can escalate a MiCollab audio call (softphone only) to a video call:

1. On an active audio call window, select the **more** (⋮) menu.
2. Select **Video**.



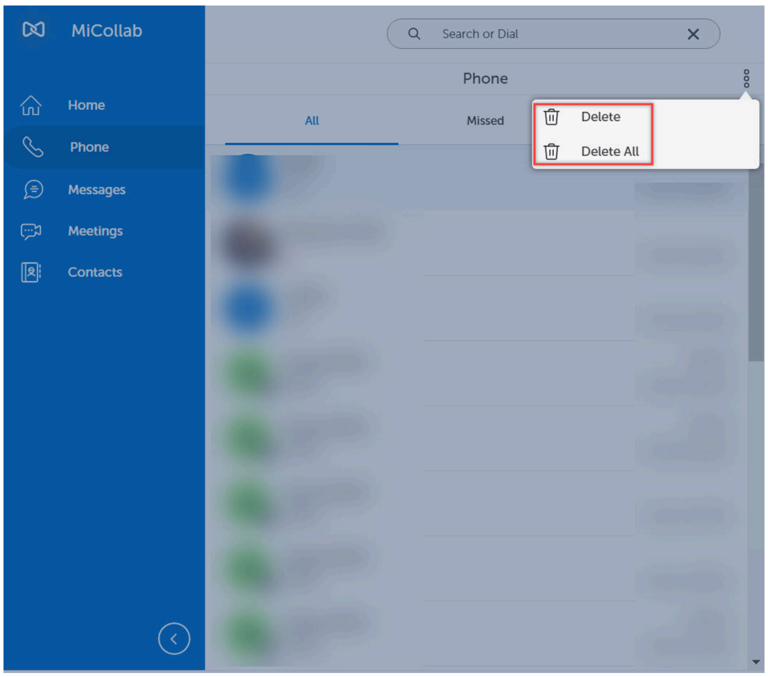
> **Note**:
> While active on a MiCollab video call (on softphone), click the full screen icon in MiCollab Client to open the video in full-screen mode.

> **Note**:
> MiCollab video calls are supported using the ACD SIP Softphone.

3.10.3.10 Deleting Call History

To delete your call history from MiCollab Client:

1. From the MiCollab Client navigation menu, click on the **Phone** menu to display your recent call history under **All** and **Missed** tabs.
2. Right-click the call item and select **Delete** to delete the selected call entry. Also, you can select **Delete** or **Delete All** from the more menu and then delete the call items.



> **Note**:
> Right-click the missed call entries in **Home** > **Inbox** and select **Delete** to delete the call entry.

3. Click **OK** in the confirmation pop-up window.

3.10.3.11 Click-to-Call

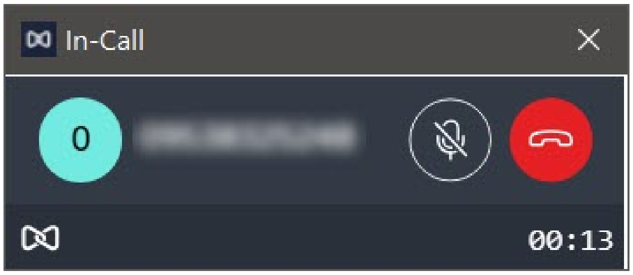
The Click-to-call functionality is a hyperlinked VOIP call system based on SIP (Session Initiation Protocol) and URI (Uniform Resource Identifier). When a user clicks on a link, it will directly call using either the call back mechanism or using a user defined client with the ability to process VOIP telephony.

The Click-to-call has two modes which is functional on MiCollab for PC and MAC Clients.

1. **Normal Mode**: In the Normal mode the MiCollab Client is always populated with the telephone number embedded in the URI. The number which the user wishes to dial gets populated in the MiCollab dialer. However, MiCollab will not dial the number automatically, because the user should press the dialer to confirm the number and then progress with the call.

2. **Direct Mode**: In the Direct mode, the MiCollab client is populated with the telephone number which is embedded in the URI. However, unlike the normal mode, in this mode the client will not pause and directly dials the selected number. The MiCollab Client will remain in the background and current desktop order will not change and the MiCollab Client will automatically dial the number without the need of user interaction.

   - In the Direct mode, if the option **Show in Call Floater Window** is enabled, then the user will see the below pop-up window after the call has been dialed. This shows the call progress and the duration of the call and the user can control the call by disconnecting it when needed.



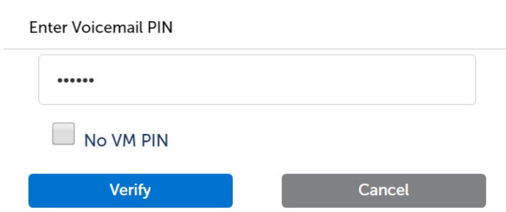
   - If the **Show in Call Floater Window option** is disabled, the call takes place completely in the background with no visible means of controlling the call.

> **Note**:
> The Click-to-call feature gets disabled on the MiCollab for PC and MAC Clients when the screen is locked, as a means of security.

3.11 Voicemail features

To play voicemail messages:

1. From the navigation menu, click **Phone > Voicemail**.
2. Enter your voicemail PIN and click **Verify**.



> **Note**:
> Voicemail PIN is not prompted in the case of Embedded Messaging voicemail service (EMEM). Contact your system administrator for more details on the type of voicemail service.

3. Select a voicemail message to play the voicemail message.

> **Note**:
> MiCollab client does not support the function of playing a confidential voice message.

To delete voicemail messages:

1. From the navigation menu, click **Phone > Voicemail**.
2. Enter your voicemail PIN and click **Verify**.
3. Select a voicemail message and click **Delete** from the **more** (⋮) menu.

   > **Note**:
   > Voicemail PIN is not prompted in the case of Embedded Messaging voicemail service (EMEM). Contact your system administrator for more details on type of voicemail service.

4. Select **Yes** to confirm the deletion.

To change the mailbox PIN (only for NuPoint Unified Messaging voicemail service):

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **Voicemail Settings**.
3. Click on **Change Mailbox PIN**.
4. Enter the current PIN and the new PIN.
5. Click **Save**.

> **Note**:
> When the Voice mail server type is configured with EMEM in MiCollab Server, the Voicemail PIN is not required.

3.12 Meeting features

Using the MiCollab Client, teams can collaborate in real time, no matter where they are. MiCollab Client supports MiTeam Meetings capabilities.

3.12.1 Streams

Streams is a work stream communications and collaboration tool that provides a highly collaborative and persistent workspace for team-meetings, conversations, content collaboration, and project management.

Streams brings remote workers into a conversation, combining group sharing, and document annotation capabilities with text and audio-based chats.

Classic Stream

Classic Stream is a collaboration space designed to enable collaboration for teams, projects, and topics. In a Classic Stream, you can chat, store files, add to-do lists, and set up online meetings. You can share your entire screen or application window from a PC or a Macintosh through MiCollab for PC Client, MiCollab Web Client, or MiCollab for Mac Client. Classic Stream is a licensed feature within MiCollab. Contact your system administrator to know more about configuring Classic Streams.

Streams

Streams enables you to host real-time collaboration sessions in which the participants can join using their mobile phones and browsers.

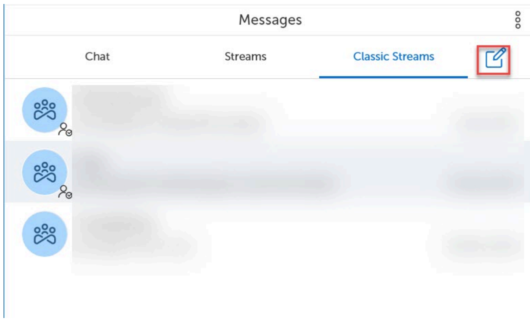
3.12.1.1 Creating a Classic Stream

To create a Classic Stream:

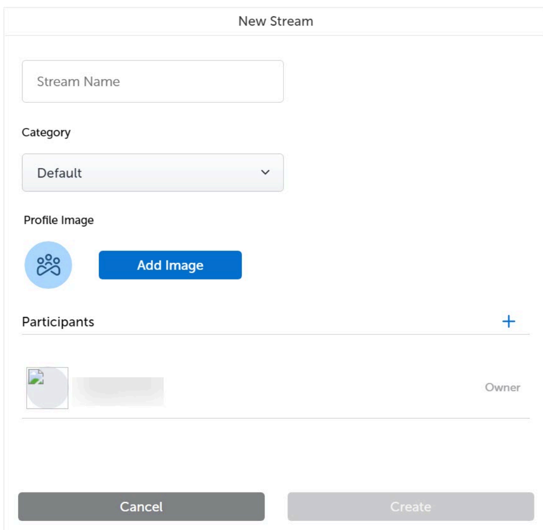
1. From the MiCollab navigation menu, select **Messages**.

2. Select the **Classic Streams** tab and create a classic stream using the following procedure:

   a. Click the **Create message** icon next to the Classic Streams tab to create a Stream.

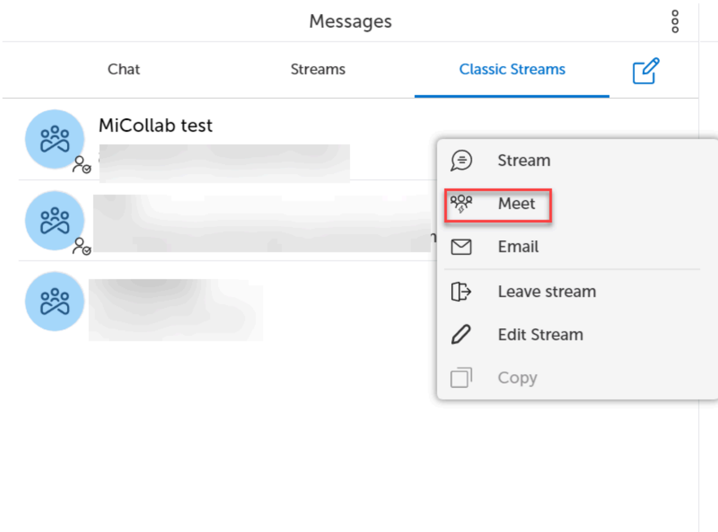


   b. In the **Stream Name** field, type a name for the Stream.



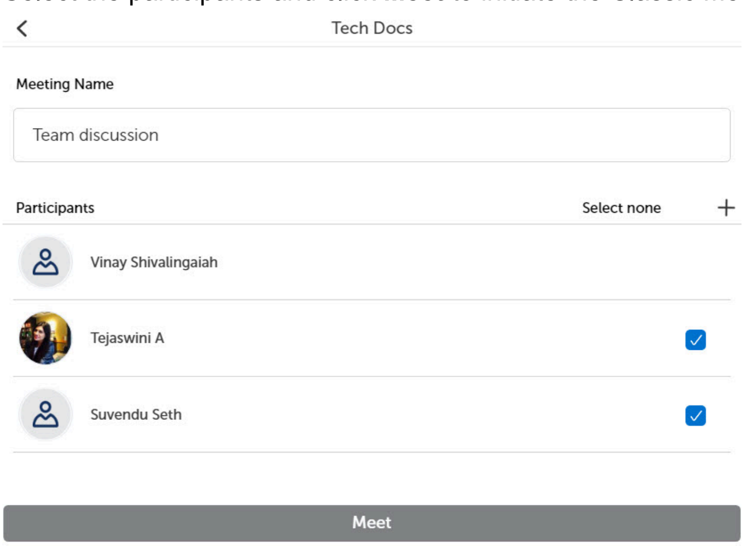
   c. To invite participants to the Stream, click the **Plus** icon and type the participant's name in the **Search** field.
   d. Select the participants and click **Done**.
   e. Click **Create** to create the Stream.

3. Right-click on the Stream and select **Meet**.



You can optionally provide a unique name for the meeting. By default, the meeting name is the Classic Stream name.

4. Add the participants (if required) and click **Done**.
5. Select the participants and click **Meet** to initiate the Classic Meet.



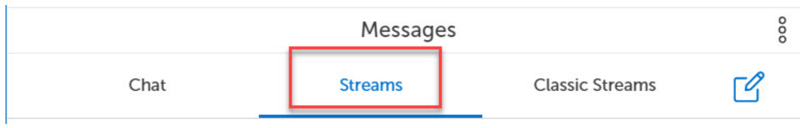
The originator is presented with a **Place Call With** prompt to select the preferred audio device (softphone, deskphone, mobile, or get a callback for the meeting). Participants will receive an inbox notification on the client and an e-mail invitation that contains a link they can use to join the Meet using MiCollab Client.

3.12.1.2 Creating a topic-based Stream

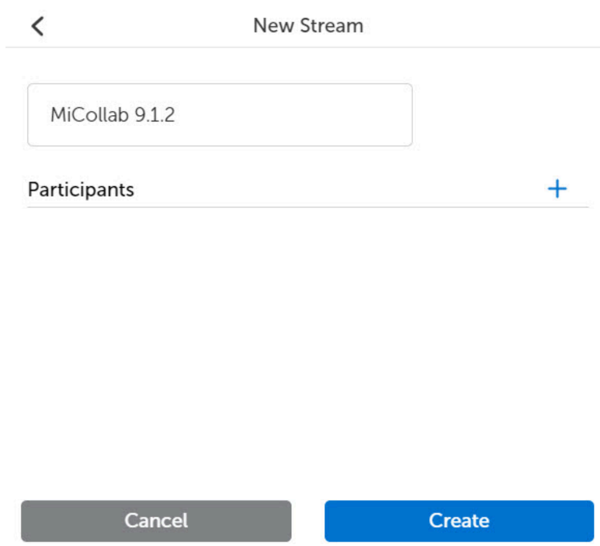
Note:
External guest users cannot be added into a Stream.

1. From the MiCollab Client navigation menu, select **Messages**.
2. Create a Stream using the following procedure:

   a. Click the **Create message** icon near the Streams tab on the top right corner.



   b. In the **Stream Name** field, type a name for the Stream.



   c. To invite participants to the Stream, click the **+** icon and type the participant's name in the **Search** field.

   d. Select the participants and click **Done**.

> **Note**:
> New participants can be added to an existing Stream. New participants can view the previous conversation history inside the Stream. A system message is displayed in the conversation window if a participant joins or exits the Stream.

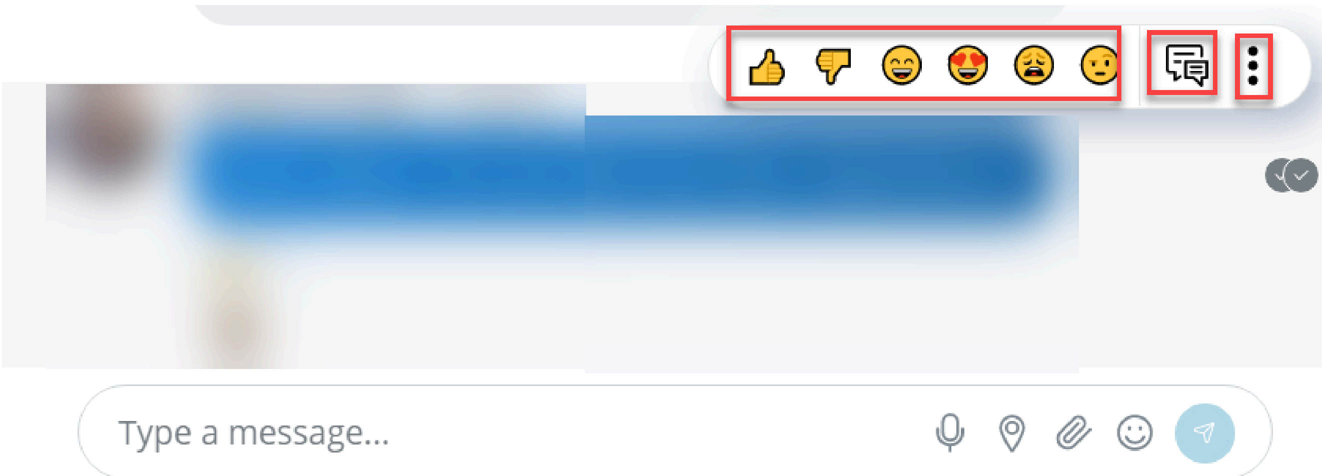
MiCollab Client system notification will be displayed to the participants only during the following events:

- Stream creation
- if a participant is directly mentioned (@user)

The participants can edit or leave a Stream. When a participant leaves, the stream is automatically removed from the list of Streams until the participant is re-invited.

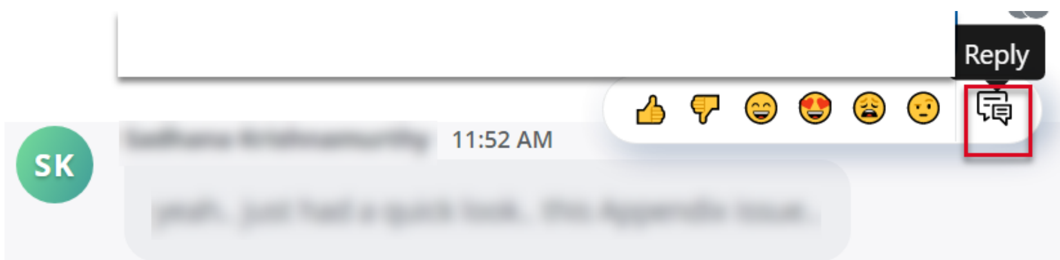
To react to a specific message within the topic-based Stream

Within the topic-based Stream, you can react (using emojis), reply to individual messages or perform more functions (like edit, select, view message information, or delete messages). To react to an instant message within the Stream, hover over the message and select the emojis which pop-up or the reply option.

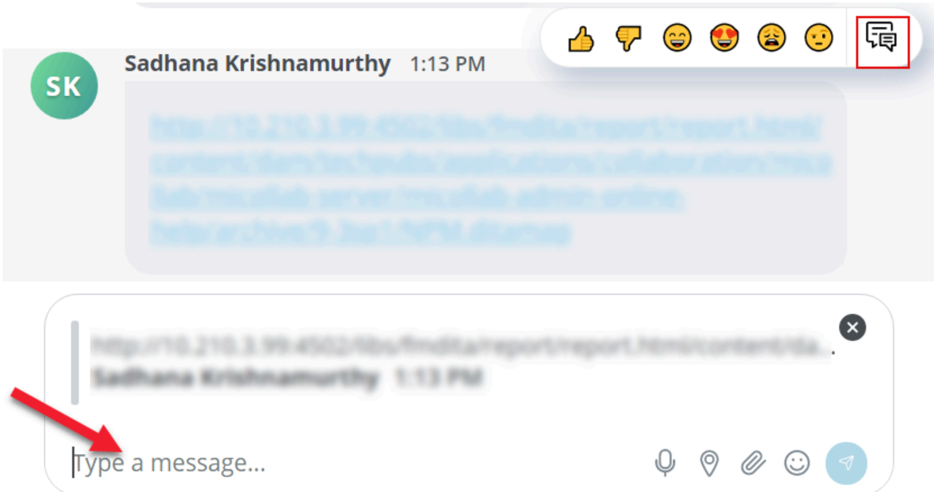


To reply to a specific message within the topic-based Stream

1. Hover over the message received and select the reply button.



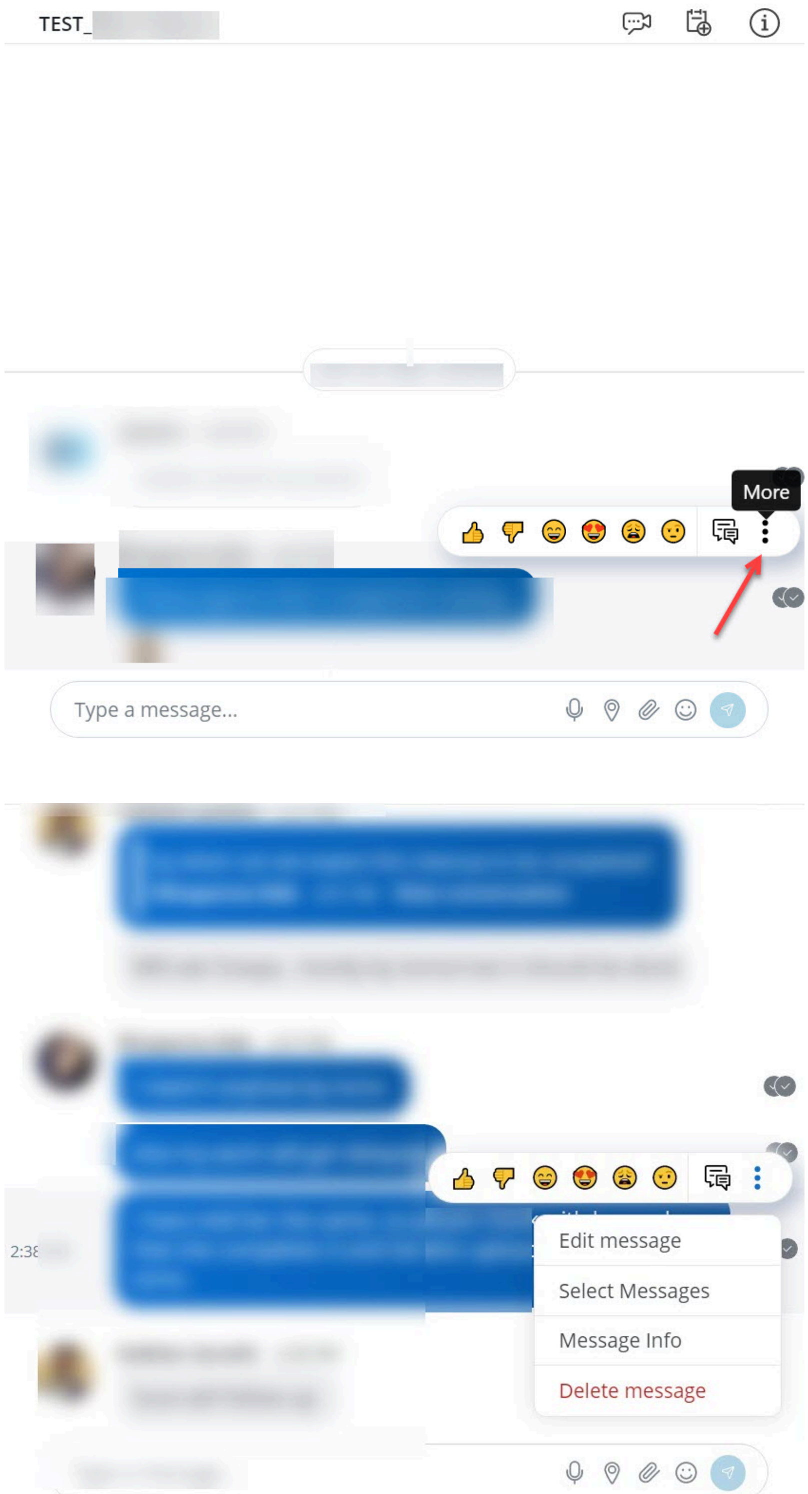
2. This will quote the chat line, and you can type the message.



3. Press Enter or click the **Send** icon.

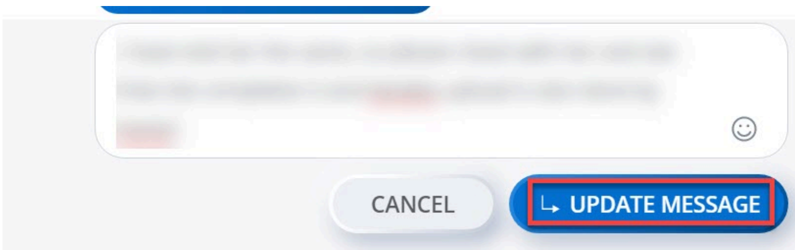
To perform more functions under the chat option

1. Hover over the message sent to the recipient and select the more icon to display all the options.

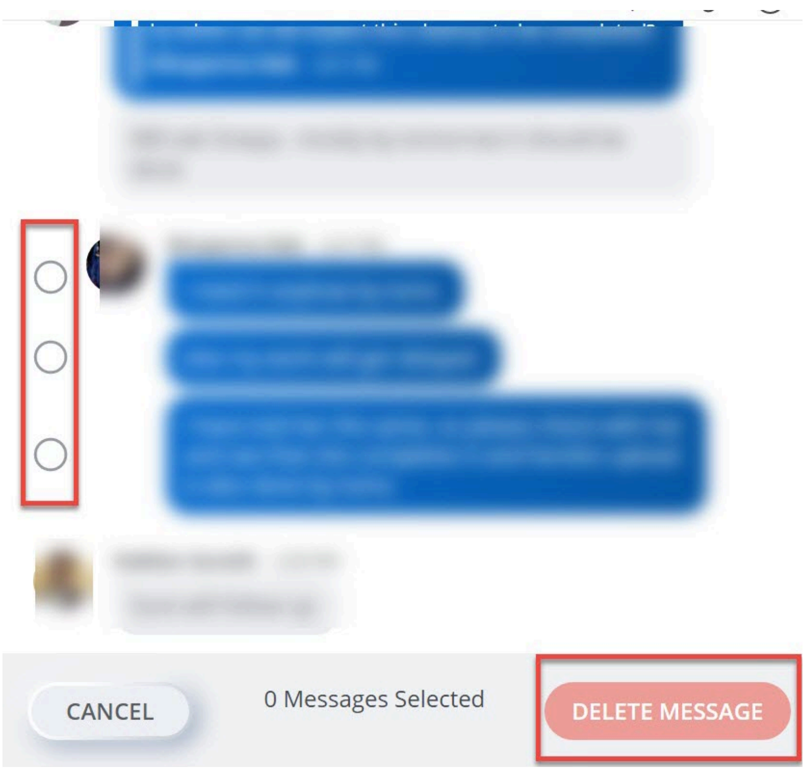


2. Click on the options displayed under the more icon to perform the following functions:

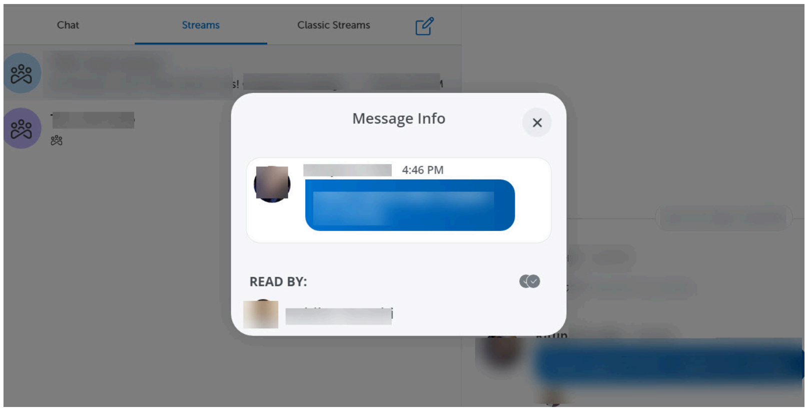
- **Edit Message** - This option allows you to edit the messages sent to the recipient. You can select the message and edit the text and re-send it. The edited message displays a tag which shows the message has been edited.



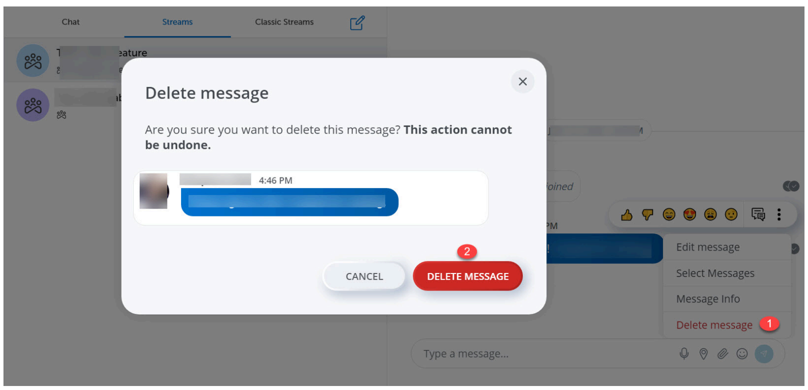
- **Select Message** - Using this option, you can select multiple messages sent to the recipient and then you can delete them from the chat window. The total number of messages selected for deletion is displayed. Received messages cannot be deleted.



- **Message Info** - This option displays the read receipt of the sent message and the delivered-to information.



- **Delete Message** - Using this option, you can delete a specific message sent to the recipient.



To view the creator of the Stream

1. Select the Stream.
2. Within the Stream, click the info icon from the right top corner.

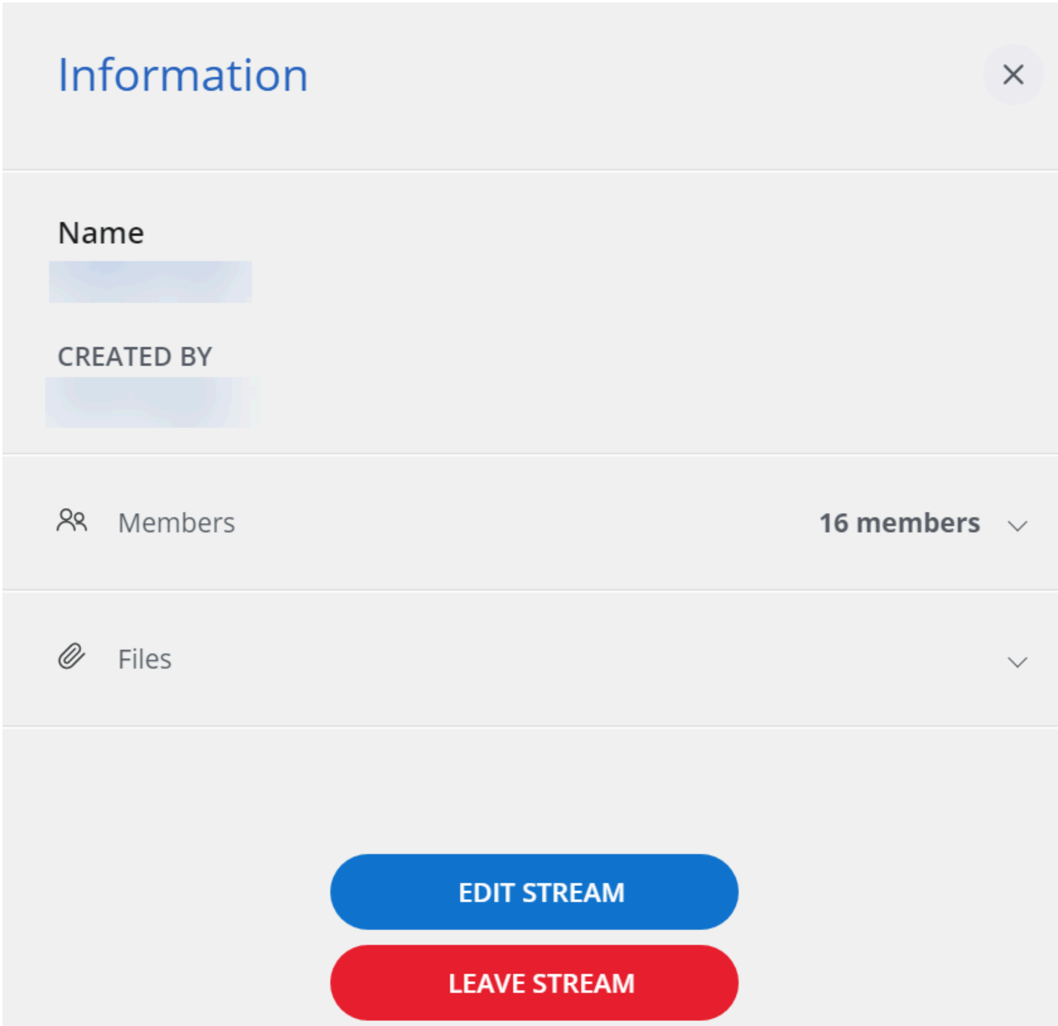
The information about the stream opens up and displays the **Created by** field along with the name of the creator.

Note:
This feature is not applicable to Classic Streams.

To edit the Stream

1. From the **Messages** menu, click the **Streams** tab and select the stream.
2. Within the Stream, click the info icon from the top right corner.

3. From the **Information** page, click the **EDIT STREAM** button.



4. To add participants to the Stream, click the **+** icon and type the participant's name in the **Search** field.
5. Select the participants and click **Done**. The stream will trigger a message that the participant is added.
6. To remove a participant from the stream, click the **X** icon next to the participant. The stream will trigger a message that the participant is removed.

To add or remove external participants in the Stream

From MiCollab R9.7 SP1 FP1, the end-user can add external contacts under **Streams** and can send/receive text messages (SMS/MMS) to the external numbers.

To add an external participant in the stream, proceed as follows:

1. Click the **Streams** tab and select a stream where you want to add external users or create a new stream.

2. Type `/sms-add provider [number]` in the text box, for example `/sms-add provider +12343868372` and press the **Send** icon.

   This will add an SMS Provider to the Stream through which the messages will be sent or received. Once the SMS Provider is added, the Stream will generate a message as follows:

   SMS enabled. SMS messages will be sent/received using number +1 234-386-8372

   SMS Provider added
3. Type `/sms-add [number]` in the text box, for example `/sms-add +12343867626` and press the **Send** icon.

   This will add a subscriber number to the Stream. Once the subscriber number is added, the Stream will generate a message as follows:

   +1 234-386-7626 added

> **Note**:
> For now, the phone numbers of external participants can be added only using the command prompt.

To remove an external participant from the stream, proceed as follows:

1. Click the **Streams** tab and select a stream from which you want to remove the external users / numbers.
2. Within the Stream, click the info icon from the top right corner.
3. Click the **EDIT STREAM** button.
4. To remove an external participant from the stream, click the **X** icon next to the participant. The stream will trigger a message that the external user is removed.

> **Note**:
> When an external participant is removed from the stream, the stream will generate a message notifying the other users that a number has been removed, for example **+1 234-386-7626 has left**.

Note:
The SMS Provider can be removed only when all the SMS participants are removed from the stream.

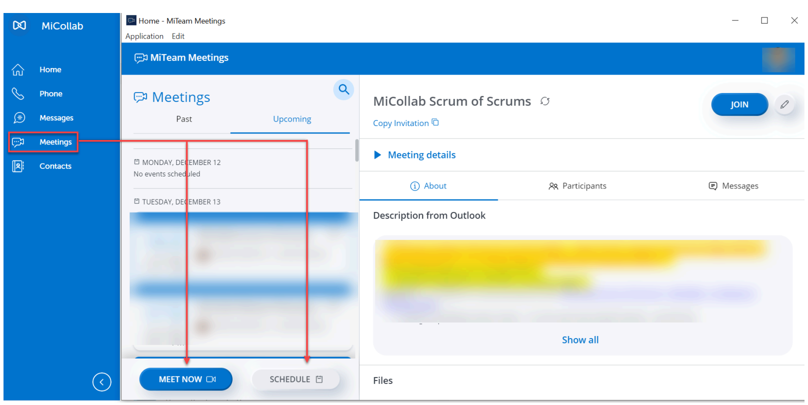
3.12.2 Meetings

Meetings is a Cloud-based collaboration tool (based on CloudLink infrastructure) that enables MiCollab users to access features, such as:

- **Collaborate**: Perform audio, video, and web sharing
- **Chat**: Hold chat sessions and receive chat notifications within the meeting
- **File Sharing**: Store and share files

You can cross-launch the Meetings application from the MiCollab Client. However, cross launching only works when your administrator has enabled Meetings in the MiCollab server. Meetings is a licensed feature. Contact your system administrator to know more about configuring Meetings.

Note:
If the **Meetings** setting is enabled for the user, then the **Ad-hoc meeting** feature is replaced with the **Meetings** feature.



Note:
MiCollab Client presence state is not controlled using Meetings. For example, you MiCollab Client status will not update to Busy or In-Call when you are participating in a Meeting.

Launching Meetings application

To launch the Meetings application, click **Meetings** menu from the bottom navigator on the MiCollab Client navigation menu.

- If you are using MiCollab PC or Mac Client, then the Meetings desktop application is launched (if installed) otherwise web version is launched.

To log in and log out of the MiTeam Meetings application, see the MiTeam Meetings online help.

Using the Single Sign-On feature you can log in to your MiCollab Client and then use the Meetings application without signing on again. If you are logged in to MiCollab Client (PC, MAC, or Web Client) through the CloudLink Unified login page, clicking the **Meetings** option will automatically log you into Meetings and opens the Meetings application. For more details on how to log in to the MiCollab Client application, see Log in to MiCollab Client on page 20.

Note:
Following notifications are supported for Meetings:

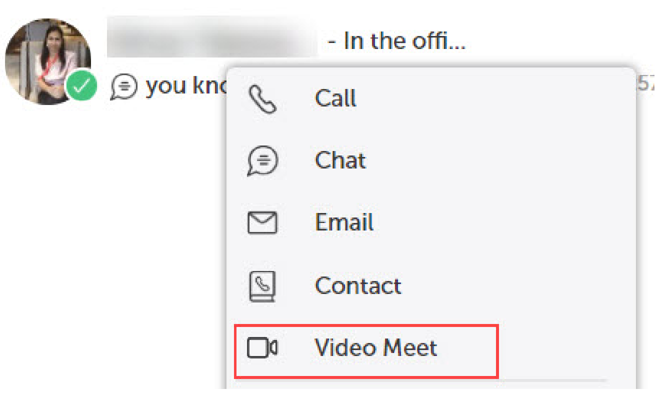
- Push Notification on MiCollab for Mobile Client (iOS and Android)
- Background Notifications on MiCollab Client (PC, Mac, and Web).

Selecting the notification will open your MiCollab Client Inbox screen.

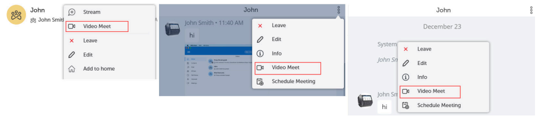
Creating a Meeting

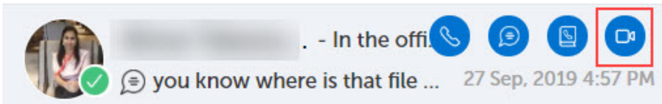
To create a Meeting from MiCollab Client:

- right-click the contact and select **Video Meet**.



- hover over or right-click the contact from inbox, home shortcuts, Contacts menu, Contact card, Call history, or Voicemail and then select the **Video Meet** option.





- right-click the MiTeam Stream and select **Video Meet**. Also you can click the more ( ) menu or right-click the empty Streams screen and select **Video Meet**.

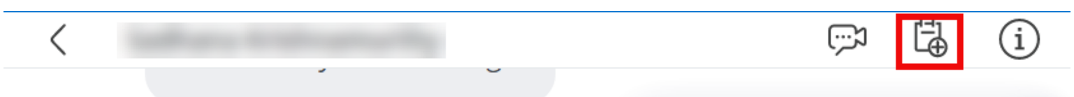
The Meetings application is launched (desktop version-if installed otherwise web version). If you are using MiCollab Web Client, then the Meetings web application will be launched.

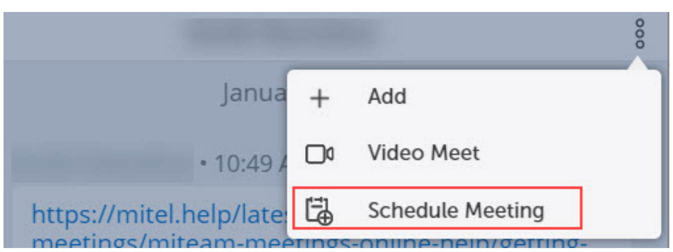
To create a Meeting from the MiCollab Mobile Client, click the **Meetings** option from the left menu, which will open up the Meeting application (mobile application-if installed otherwise web version) through which the user can create a meeting.

Scheduling a Meeting (only on PC, Mac, and Web)

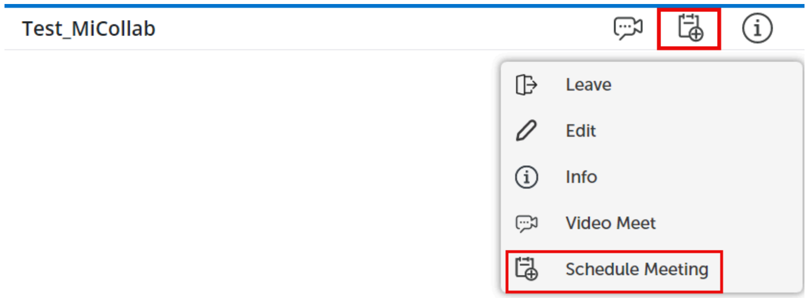
To schedule a Meeting from MiCollab Client:

- click the **Schedule Meeting** icon from the top right corner of the chat window or right-click within the chat session and select **Schedule Meeting**.





- click within the Stream and select **Schedule Meeting** icon from the top right corner of the chat window or right-click the MiTeam Stream within the chat window and select **Schedule Meeting**.



Note:
You can schedule a Meeting within a MiCollab chat conversation only.

The Meetings application is launched (desktop version-if installed otherwise web version). If you are using MiCollab Web Client, then Meetings web application will be launched.

Escalating an ongoing MiCollab audio call or a chat to Meeting

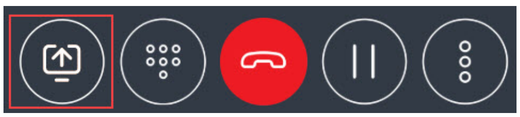
Note:
You cannot escalate an ongoing MiCollab audio call from the MiCollab Mobile Client.

To escalate an ongoing MiCollab audio call or a chat conversation to Meeting:

- From an ongoing MiCollab call (individual or conference call), click **Screen Share**. The Meetings application is launched with only screen sharing capability and the audio call will be continued through the MiCollab Client.

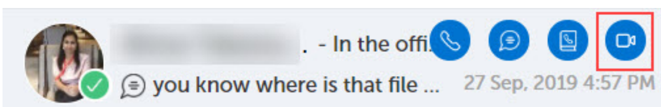
Note:
Screen share is not available on MiCollab for Mobile Client.

- For CloudLink chat enabled users, a chat session will be created with all the users in MiCollab audio call and **Join Now** message is displayed in the chat conversation to join the meeting.
- For non-CloudLink users in the MiCollab call, they will receive a meeting invite in their e-mail inbox.
- For external/guest users, the initiator can invite them through the Meetings application by entering their e-mail address in the invite prompt.



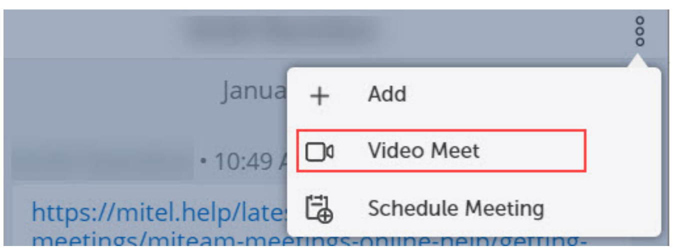
OR

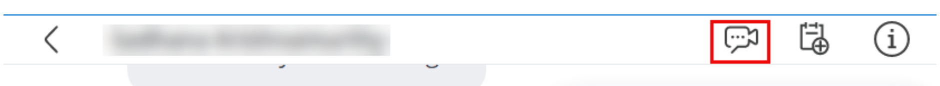
- From a chat conversation (individual or group chat), hover over the contact or right-click from chat window and select **Video Meet**.



OR

- Within the chat session select the**Video Meet** icon from the top right corner of the chat window or right-click within the chat session and select **Video Meet**.





The Meetings application is launched (desktop version-if installed otherwise web version). If you are using MiCollab Web Client, then Meetings web application will be launched.

Note:
The **Video Meet** option will only be available for CloudLink users or for users having a primary e-mail address.

Joining a Meeting

- CloudLink chat enabled users can click the **Join Now** button in the MiCollab chat conversation to join the meeting.

> **Note**:
> CloudLink users must set up their account when the Meetings application is cross-launched at first time. Follow the instructions given in the welcome e-mail to log in to the Meetings application.

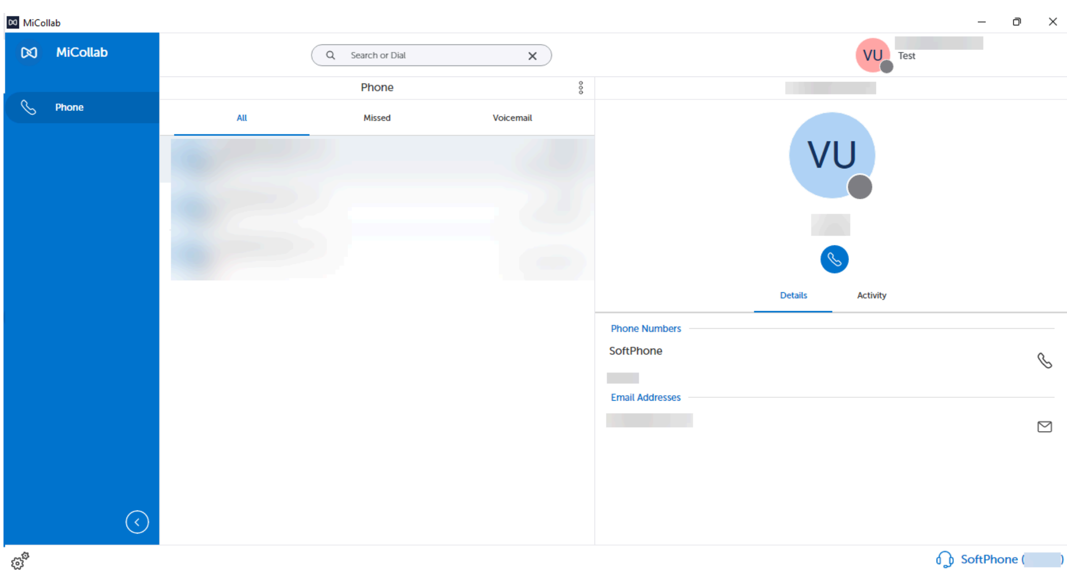
- Non-CloudLink and Guest (personal and external contacts) users will receive a meeting invite in their e-mail inbox. Click the join meeting link to join the meeting.

3.13 MiCollab PC Client Telephony-only mode

3.13.1 Introduction

The MiCollab Client Telephony-only mode enhances end-user experience when calls are placed with a Mitel application (for example, Mitel Assistant integrated with MS Teams) using the MiCollab Client as the telephony endpoint. This mode is applicable only to MiCollab PC Clients, and it enables the end-users to access the telephony features of the MiCollab PC Client while being integrated with other Mitel applications.

The MiCollab PC Client with Telephony-only mode is a thinner version of the MiCollab PC Client. It manages only the call control capabilities and telephony features of MiCollab.



Requirements

The Mitel applications can cross-launch MiCollab PC Client using the Tel URI protocol. The administrator can enable or disable this mode from the MiCollab Client Service Administrator portal.

Note:

Once the administrator enables the Telephony-only mode for the end-users in either existing or new user profiles from the MiCollab Client Service Administrator portal, the PC Client functionality will convert to Telephony-only mode client capabilities. If an existing full function PC Client user profile has the MiCollab Client Telephony-only Mode enabled, the clients will reset, and the users will only have the Telephony-only mode Client capabilities. The full function PC Client and MiCollab Client Telephony Only Mode are mutually exclusive features. If you want to retain existing full function PC Client capabilities and enable Telephony-only mode for some users, you must create a new Telephony-only mode profile and assign users to that profile.

The MiCollab for PC Client with Telephony-only mode application will work fine on Windows recommended display screen resolution and scale.

Decreasing the scale below Windows recommendation will not impact the experience, just that the window size of the application may vary as per the scale, but if the scale is increased above the recommended value, the application might behave abnormally.

Changing the Windows resolution from the recommended scale, may not impact the overall experience, but the display size of the application window might vary as per the resolution.

Note:
It is recommended to restart the application after changing the windows resolution and scale.

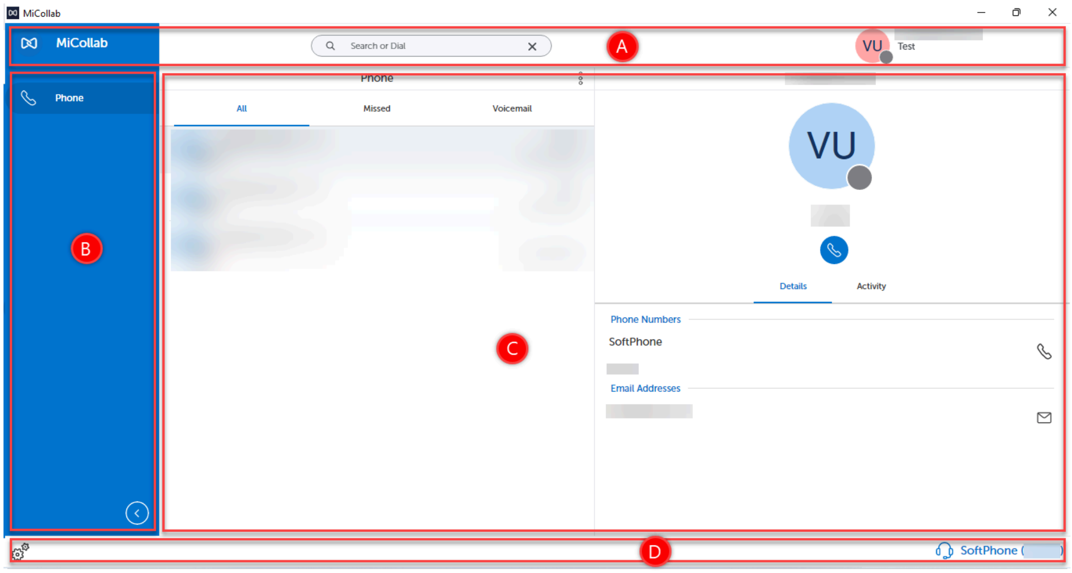
3.13.2 Features of the MiCollab PC Client Telephony-only mode

MiCollab PC Client with Telephony-only mode overview

The MiCollab PC Client with Telephony-only mode enables calling with a Mitel application (for example, Mitel Assistant integrated with MS Teams) using the MiCollab Client and invoke mid-call features as well.

Telephony-only Client User Interface

The MiCollab PC Client interface with Telephony- only mode has four main sections in the main window:



Section	Description
A	**Header menu** - Displays your personal information and avatar, presence status, and a Search bar.
B	**Navigation menu** - Displays the basic Client navigation menu for MiCollab. Only the features you are licensed to use are displayed such as **Phone**. The functionalities of the **Navigation** menu are same as the standard MiCollab PC Client.
C	**Display menu** - Displays information related to the menu function selected in the Navigation menu.
D	**Footer menu** - Displays your phone status, preferred device for outgoing calls, and hardware settings.

Installing and uninstalling the MiCollab PC Client with Telephony- only mode

Installing the Telephony-only Client

The installation process is the same as that for MiCollab PC Client.

Uninstalling the Telephony-only Client

The process of uninstalling the client is also same as that for MiCollab PC Client.

3.13.3 Working of MiCollab PC Client with Telephony-only feature

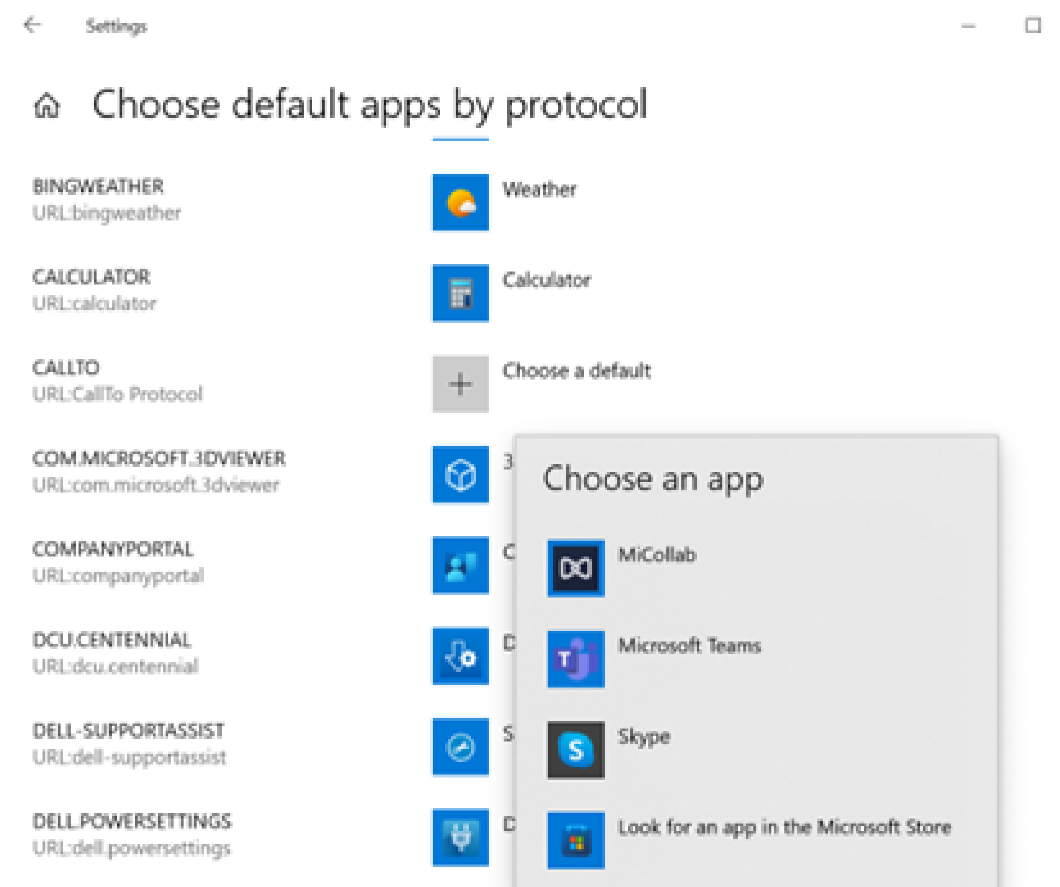
When the MiCollab PC Client with Telephony-only mode client is first launched or when the client sits on the system tray, the user receives a notification on the bottom right of the computer screen for the same.

Before the user can start using the telephony feature of the MiCollab PC Client, the Tel-URI protocol needs to be manually configured if no other Tel protocol is already selected on the system. If the protocol setting is blank, there will be an option to choose MiCollab among various apps when user initiates a call.

Perform the following steps to configure Tel-URI:

1. From the **System Settings**, choose **Default Apps**.
2. Under **Default Apps**, select the option, **Choose default apps by protocol**.
3. From the list of default apps, select the protocol, **CallTo Protocol** and click the **+ Choose a default**.

4. Select **MiCollab** and the Tel-URI protocol is configured.



When the administrator configures a user on the Active Directory, the user should be present in both MS Teams and in the MiCollab environment for a seamless user experience.

During an active call, the user can access the client application to manage or view the other navigation settings, such as Phone, Settings, etc. To return to the mid-call feature screen, click on the banner on the top of the client application.

3.13.4 Navigation menu features

Phone

The Phone menu provides a listing of all your dialed, received, and missed call logs under the **All** and **Missed** tabs along with the **Voicemail** tab. The Phone menu also shows the call history of the dialed numbers outside the organization. The Voicemail tab allows you to play and to delete voicemail messages. You can also forward the voicemail in an email. While playing the message, you can advance or rewind the message by dragging the tracker accordingly. When you click on the Voicemail tab, the Enter Voicemail PIN prompt appears.

Unsupported MiCollab features in MiCollab PC Client Telephony-only mode:

The MiCollab PC Client with Telephony-only mode is primarily intended for telephony use. The following MiCollab features are unavailable as navigation menu options or unsupported in the Telephony-only mode client:

- Home
- Inbox
- Chat
- Meetings (Adhoc/MiTeam)
- Contacts

> **Note**:
> As the MiCollab PC Client with Telephony-only mode does not include the Contacts option in the navigation menu, you cannot browse your contact lists. However, you can still search for and dial a contact using the **Search or Dial** field.

- Video Calls

Additionally, the following features are not supported in the current client version and will be delivered in the future releases

- Group Call Pickup
- Hunt and Ring group information for CTI devices

3.13.5 Header menu features

The Header section comprises of two important functions:

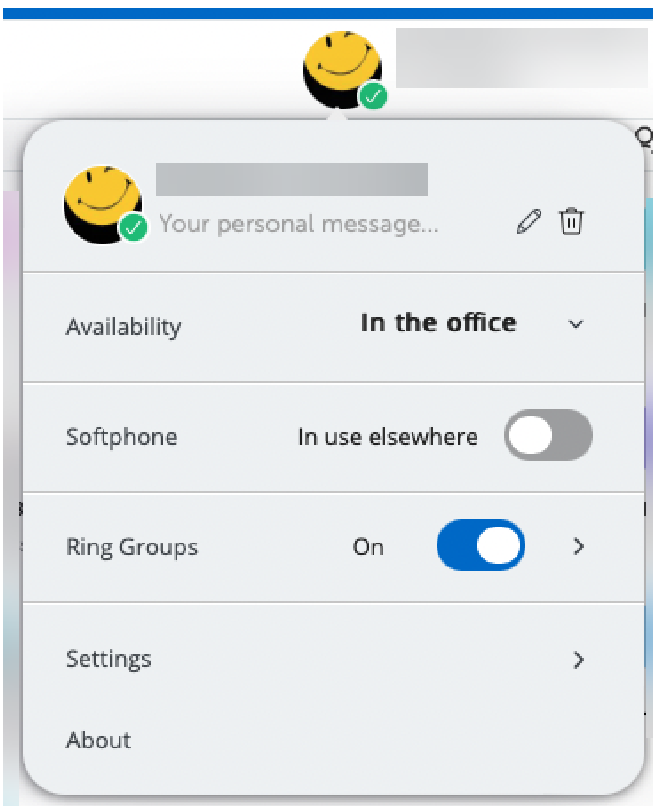
- User Profile

- Search or Dial

User Profile

From the MiCollab Client Header menu, click your avatar to open the User Profile menu. This dialog box comprises of the following options:

- User's avatar
- Personal message text box
- Availability
- Softphone
- Ring Groups
- Settings
- About



Ring Groups

A ring group is a group of phone numbers, extensions, or physical phones that ring simultaneously when one extension is dialled.

Note:

The Ring Group is enabled by the administrator from the server end. In case the Ring Group menu is not visible on the Telephony-only Client, please contact your administrator and the details of which can also be referred under the **UCA Admin Help** > **Accounts** Tab > **Adding and Editing Accounts** section.

Settings

The options under the Settings of the Telephony-only Client are same as that of the MiCollab PC Client.

Search or Dial

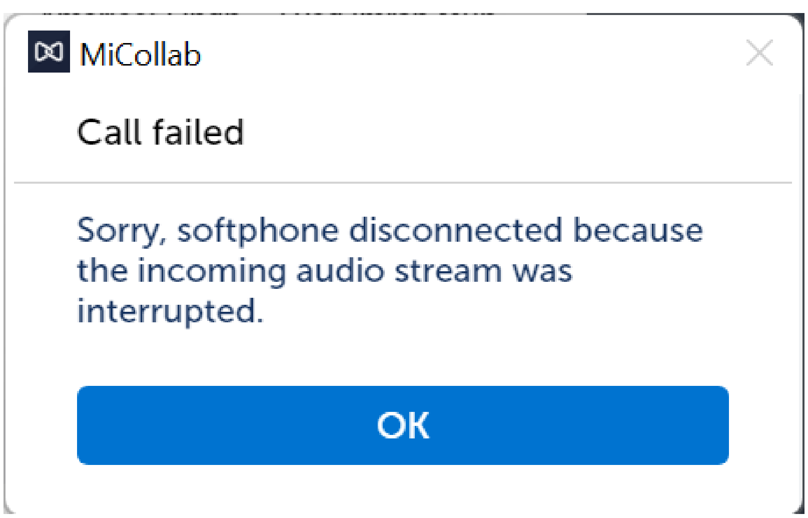
This field allows you to search for contacts, chats, calls, Streams in any part of the Client or enter phone numbers to directly start dialing.

3.13.6 Call features

The MiCollab PC Client with Telephony- only mode remains in the system tray-bar and when opened, displays a small UI. The user can further re-size the client window during non-active calls. You can also maximize and minimize the client UI window and when closed, sends the icon into the system tray. To launch the client from the system tray, double click on the MiCollab icon or right-click on the icon and then click on **Show MiCollab**. When the Client sits on the system tray, the user gets a notification for the same.

During an on-going call, you can right-click on the icon resting in the system tray and click on Show **MiCollab** option to launch the client.

During an active on-going call, if the softphone gets disconnected or goes into the offline mode, a pop-up notification is displayed to the user as below.

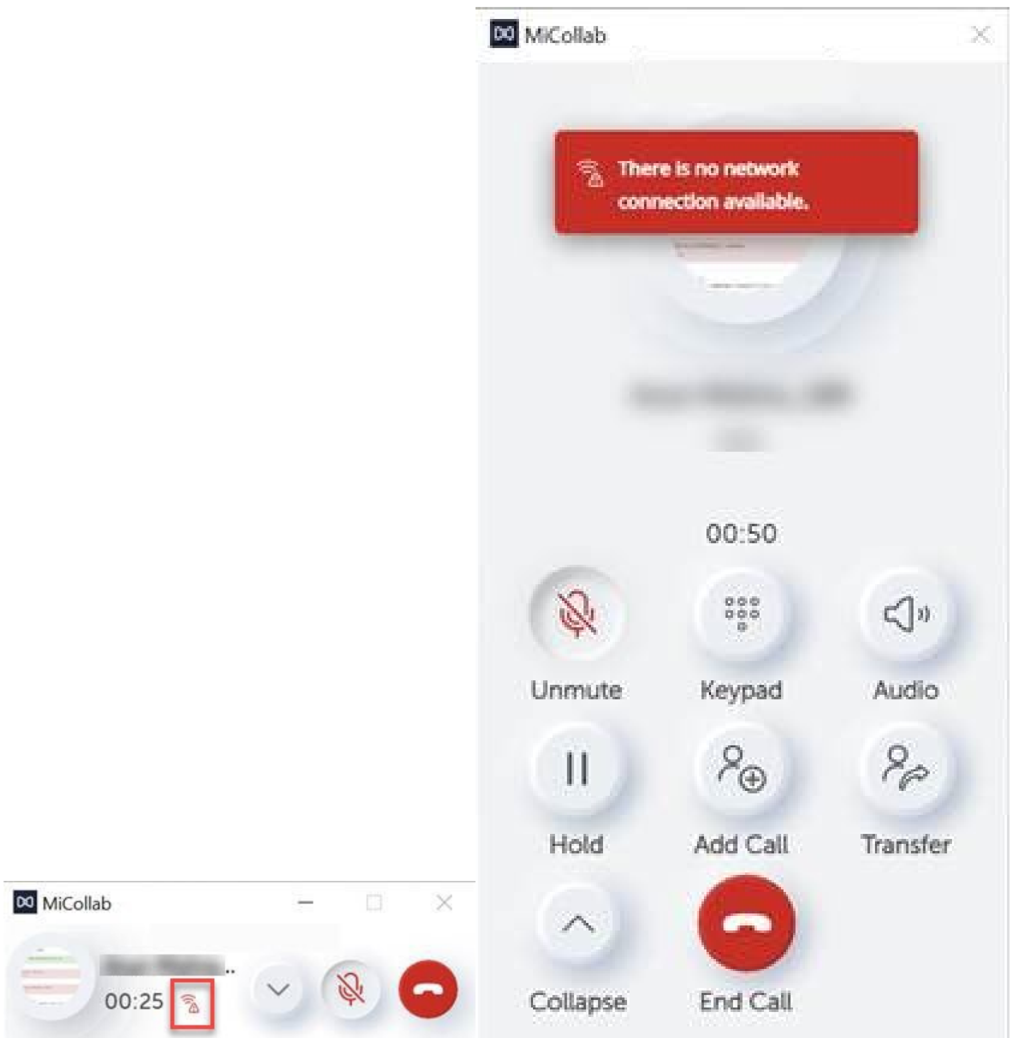


Note:

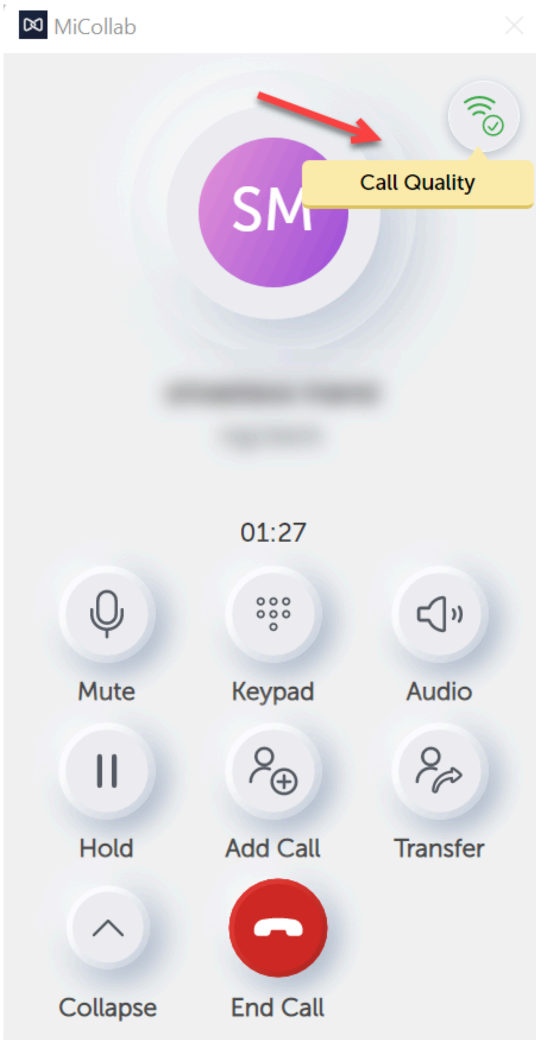
From MiCollab 9.8 onwards, the error pop-up is designed to automatically close after 10 seconds if no action is taken, for example, if the user does not click the **OK** button. However, it is important to note that the auto-close behavior and the presence of the blue button on error pop-ups are specific to MiCollab PC Client Telephony-only mode only for Call errors. These call errors can include issues related to dialing errors or errors that occur during a call, such as Audio Stream disconnection or Softphone failure.

For general error pop-ups that are not associated with calls or errors occurring during a call, the behavior remains unchanged.

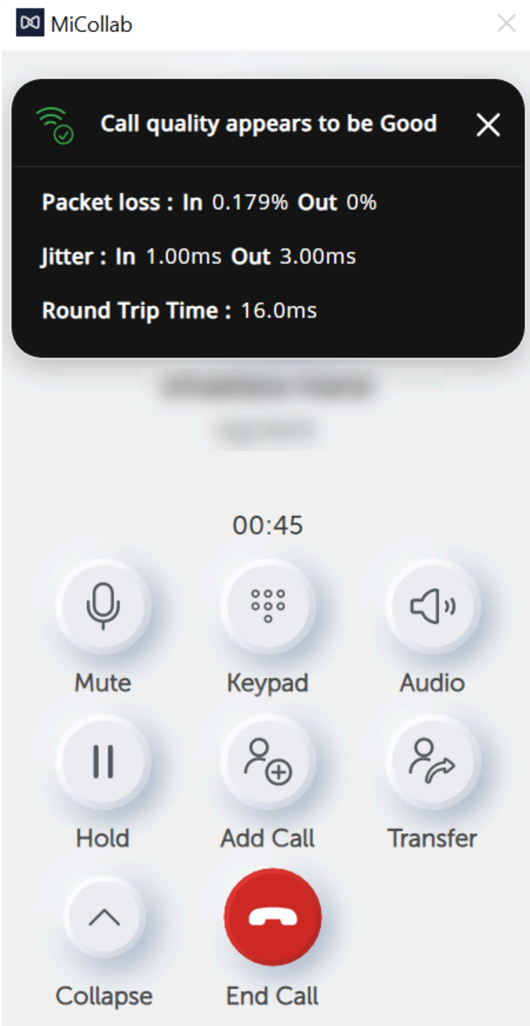
In case there is a sudden disruption in the network or if the server is unavailable during an on-going call, the user will see an indicator on the floater screen or on the mid-call screen, depending on which screen is available in the foreground displaying that network connection is unavailable.



The MiCollab PC Client with Telephony-only mode users can view the audio call quality during an active audio softphone call. The call quality icon is displayed on the top-right corner of the mid-call screen, and it appears after 5 seconds into the call. When the user hovers over the icon, a tooltip is displayed with the text indicating the name of the icon, which is Call Quality.



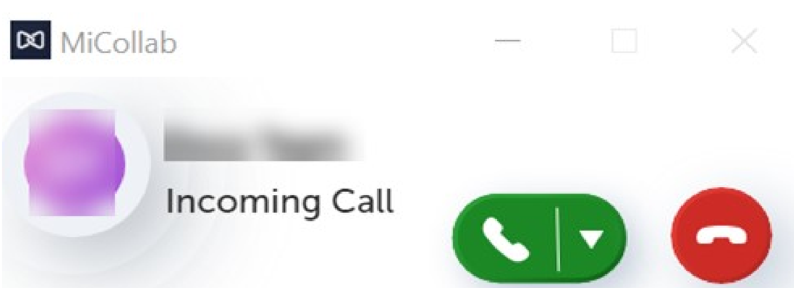
When you click on the call quality icon, it expands into a banner which displays the details of the call quality along with the values. The call quality icon is represented differently for good call quality () and degraded call quality (). For details on Call Quality icon and its functionalities, refer to the section In-call features.



Incoming calls

During an incoming call, a notification floater appears in the center of your computer screen, irrespective of the client being minimized in system tray or is present in foreground.

You can hover over the floater window to display the entire details of the incoming call, such as the entire name of the caller, the ring group details, company name, etc. This automatically changes the size of the floater window to accommodate the details of the incoming call. You can either accept or decline the call from the notification floater window. Clicking the answer button would display the list of available destination devices to answer the call.

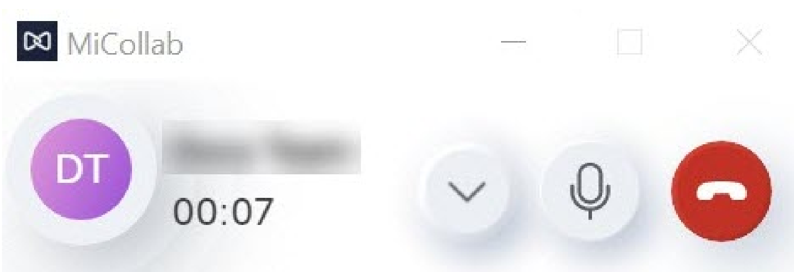


When the call is accepted, the same floater displays the on-going call details.

Note:

The active call floater remembers its last position on the screen during the last call and moves to the same position during the current call.

You can mute/unmute the on-going call, end the call from the floater window, or expand the floater window to display the other call control options during an active call. This floater window can be dragged across screens and placed anywhere.

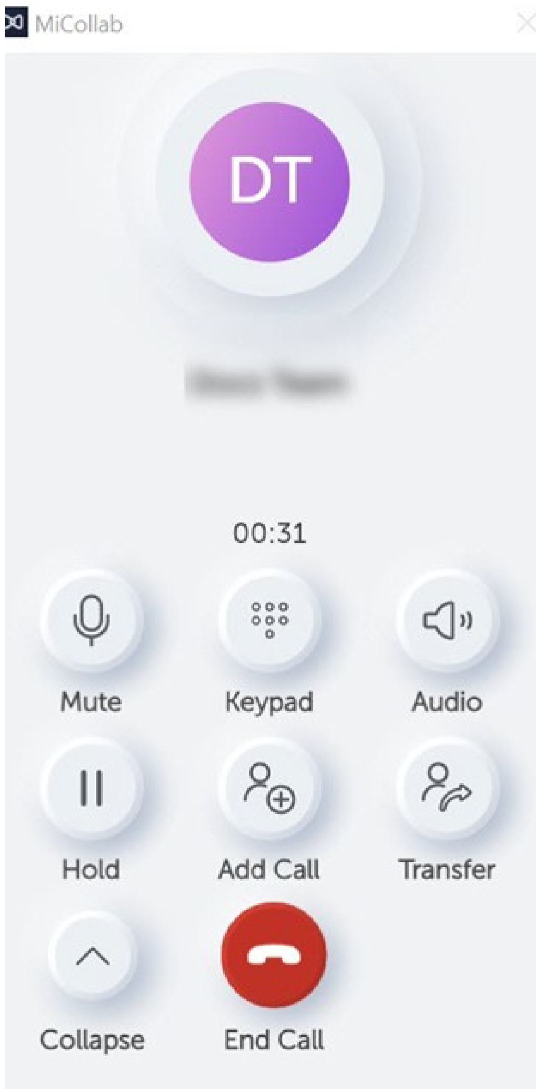


The call control features during an active call includes:

Call Control features	Icons
Mute/Umute	
Keypad	

Call Control features	Icons
Audio (displays the audio settings which are also accessible from the left bottom of the client footer)	
Hold/Unhold	
Conference - Initiated using the add call option	
Transfer	
End call	
Collapse (to return to the floater window)	
Handoff (to move the on-going call to another available device)	

The call control features of the on-going active call are similar to those of the PC Client.



Outgoing calls

You can place an outgoing call by using the Mitel Assistant application in MS teams. For more information on Mitel Assistant, please refer to: Mitel Assistant Documentation.

Note:

If a user makes a call from Mitel Assistant and the call fails, an error pop-up notification is displayed with the failed call details. The user should take necessary steps to dismiss the notification pop-up and only then the next call can be placed. If the error notification is not dismissed, the call dialled via Mitel Assistant will be ignored by the MiCollab Telephony-only client.

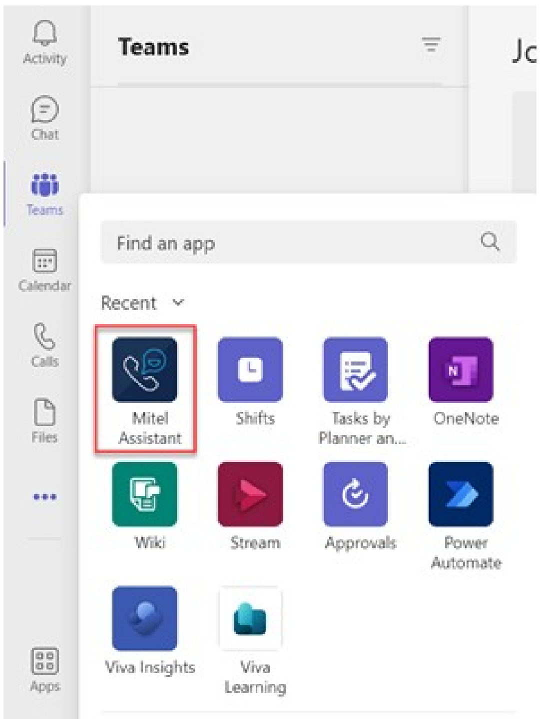
One additional way to dial an outgoing call is from the **Phone** menu or search for a contact from the **Search or Dial** field in the header menu of the MiCollab PC Client with Telephony-only mode. The call history of the calls dialled from the Mitel Assistant is also logged under the Phone menu of the MiCollab PC Client with Telephony- only mode.

If there is an error while dialling a number, an error notification is displayed at the same place where the dialling floater shows.

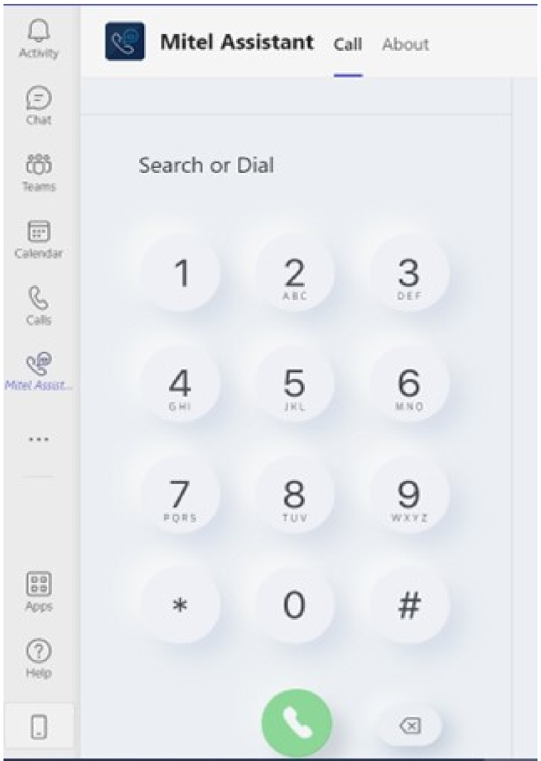
Outgoing calls using MS Teams

To dial an outgoing call from the Mitel Assistant, perform the following:

1. Open the MS Teams application.
2. Click the **More added apps** icon (…) and select the Mitel Assistant application.



3. Once the Mitel Assistant application opens using MS Teams, you can use the dialpad to dial the desired number or search for the username from Mitel Assistant.

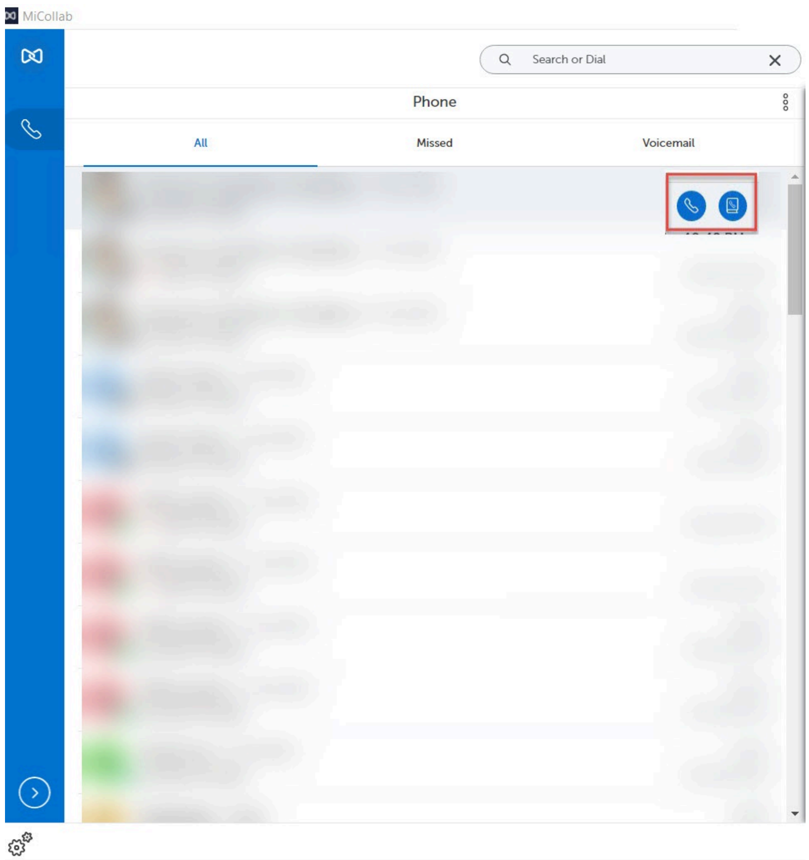


Note:

The numbers dialled from the Mitel Assistant get routed via the MiCollab application and the call logs are also listed in Call History of the MiCollab PC Client Telephony-only mode Settings.

Outgoing calls from the MiCollab PC Client with Telephony-only mode

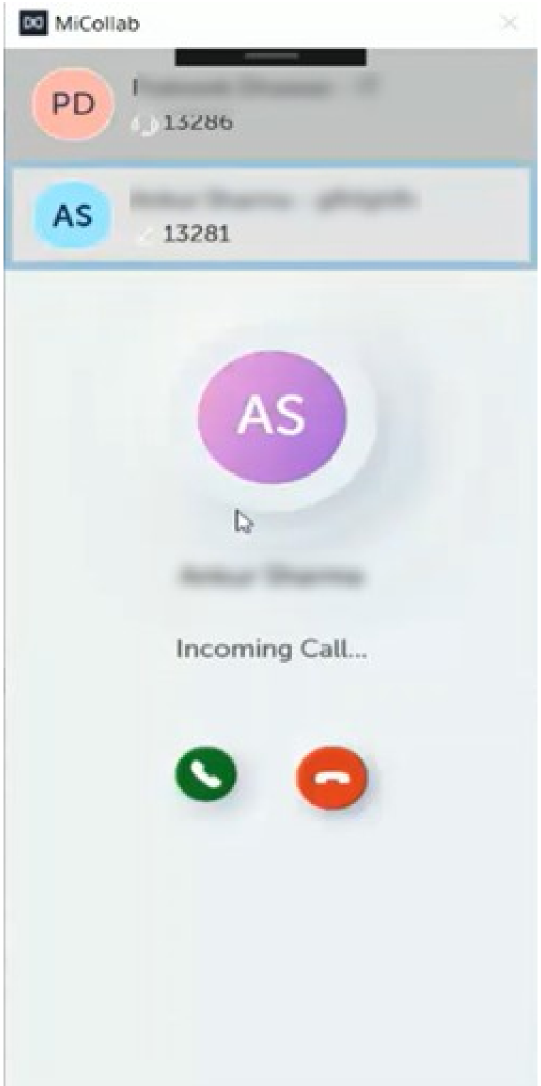
From the MiCollab PC Client with Telephony-only mode, you can dial the outgoing calls from the **Phone** menu or search from **Search or Dial** field.



After a call is dialled, the main client closes and the floater window appears at the center of the screen displaying the call status.

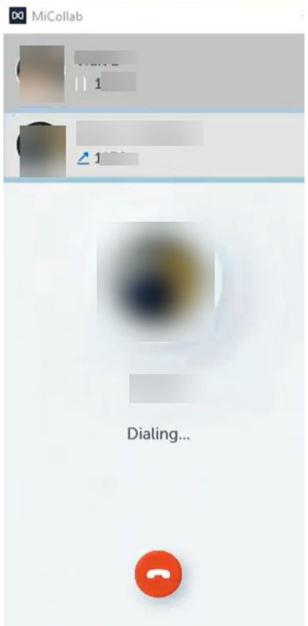
Incoming call during an active call

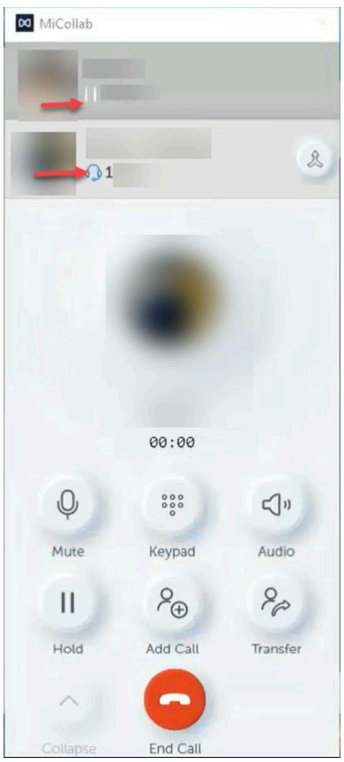
If there is a second incoming call while a MiCollab call is already active, the call screen displays and notifies the incoming caller ID. You can accept or decline the call. If the second call is answered, the first caller goes on hold.



Outgoing call during an active call

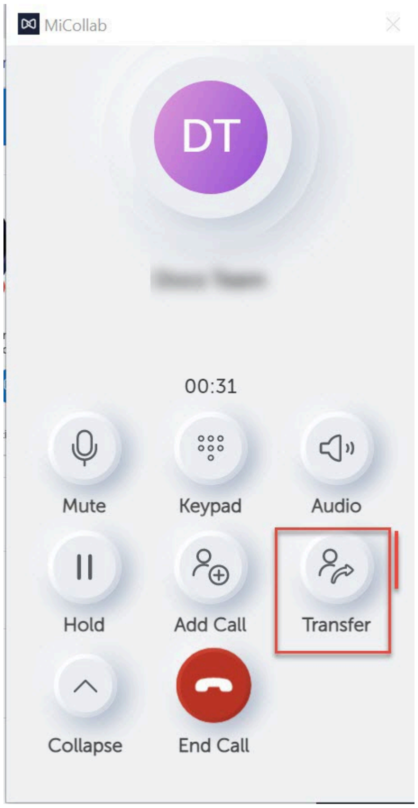
While on an active on-going call, you can dial another recipient (via add call option) and the current call goes on hold. You may choose to keep either the caller on hold, or speak to the other.

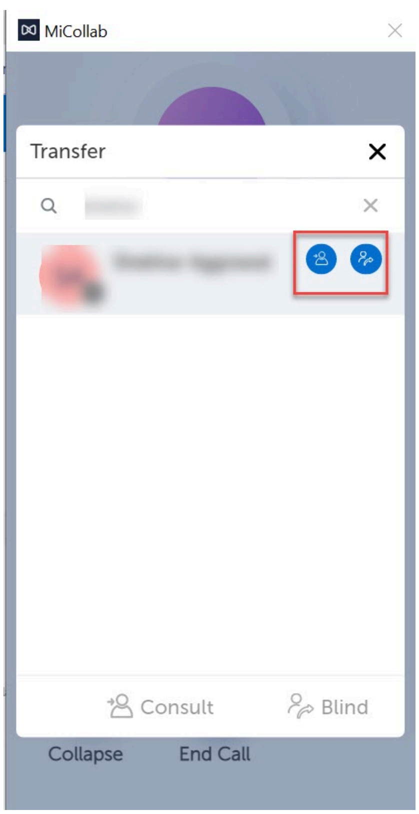




Transfer a call

While on an active MiCollab call, you can select **Transfer** from the call control window, choose a contact and click **Consultation Call** for a supervised transfer or **Blind Transfer** for an unsupervised transfer.



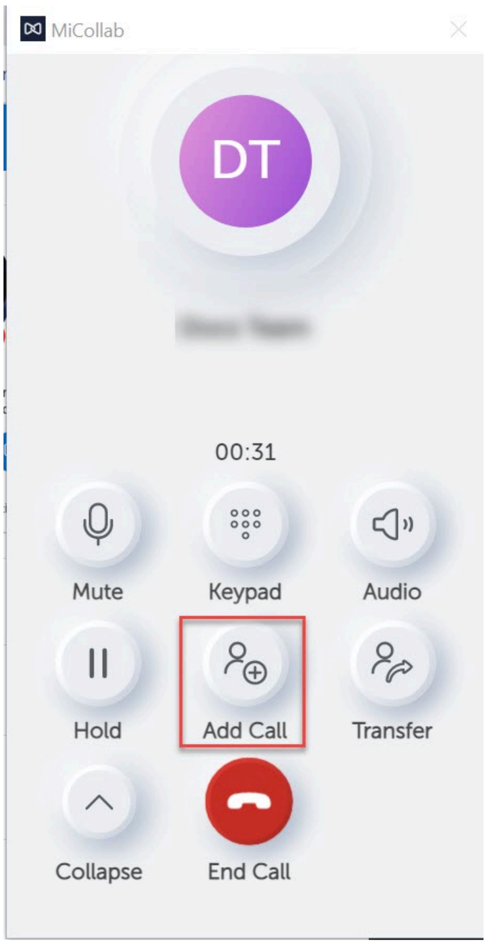


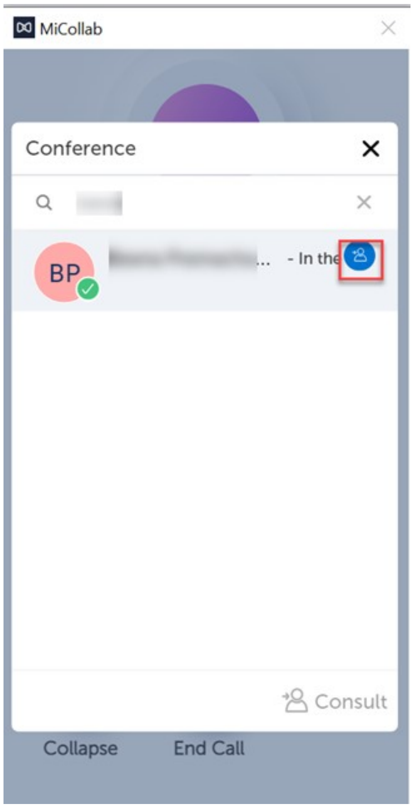
Conference call

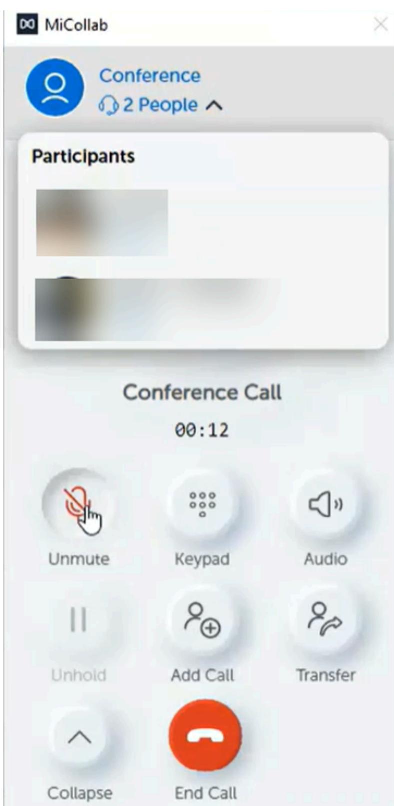
To initiate a conference call while on an active call, click the **Add Call** button from the call control window and select the contact you want to add to the active call. The active call is put on hold and a new call (to the third contact) is initiated. Once the third contact answers the call, select the **Add Call** icon to initiate the three-party conference call.

Note:

At this phase of the Telephony-only Client feature, a maximum of three contacts can participate in a conference call.



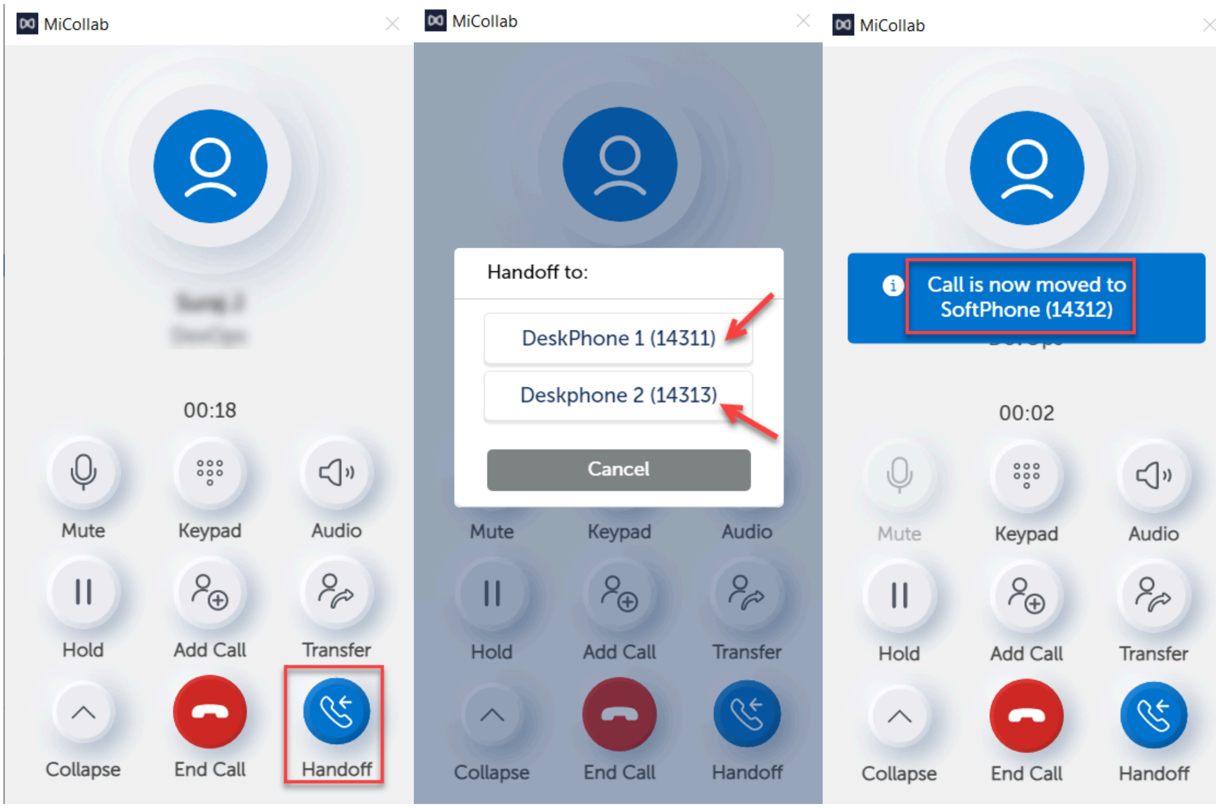




Handoff a call

The handoff option allows the user to move the on-going call to another available device. If there are more than two available devices, the user gets to select their preferred device from the pop-up which lists the available devices. In case there are just two devices, then on clicking the handoff button, the device changes automatically to the available one and vice-versa.

Click on the **Handoff** button from the call control window, which then displays the available devices (Softphone/Deskphone, etc). Once you select the preferred device, a notification is displayed in the active call window, that the ***call is now moved to xxxx*** *device* ***(xyxyx*** *device number****)***.



3.14 Ring Group and Hunt Group

Ring Group

A Ring Group is a group of extensions that ring together when a Ring Group number is dialed. It is a great way to improve call routing and distribution in different departments in a business. With Ring Groups, extensions can be configured for departments such as tech support, sales, or accounting and calls routed sequentially to all extensions to ring simultaneously.

The benefits of using a Ring Group includes the following:

- Businesses can divide their workforce based on important aspects of the company, such as specialized skills, products and services, knowledge bases, and geographic location.
- You can assign Ring Groups to each agent to customize routing according to your business needs.
- If the users are unavailable to receive a call, there are options to forward the call to the ring group's voicemail box or transfer it to a different extension.

Hunt Group

A Hunt Group is a set of connections and rules for routing incoming calls to a group of users until someone is available or all users have been tried. If a call is routed through a Hunt Group and every user is busy, the call is routed to voicemail.

The benefits of using a Hunt Group includes the following:

- Effectively manages high-volume call centers
- Eliminates the need for a human to handle incoming call management
- Ensures all calls are routed efficiently
- Reduces labor costs
- Improves call handling times as calls are routed to the first available member in the Hunt Group.

3.14.1 Configuring Ring Groups and Hunt Groups in MiVoice Business

In MiVoice Business, both Ring Groups and Hunt Groups are supported. A user can be a part of multiple Ring/Hunt Groups and the same is visible in their MiCollab Clients.

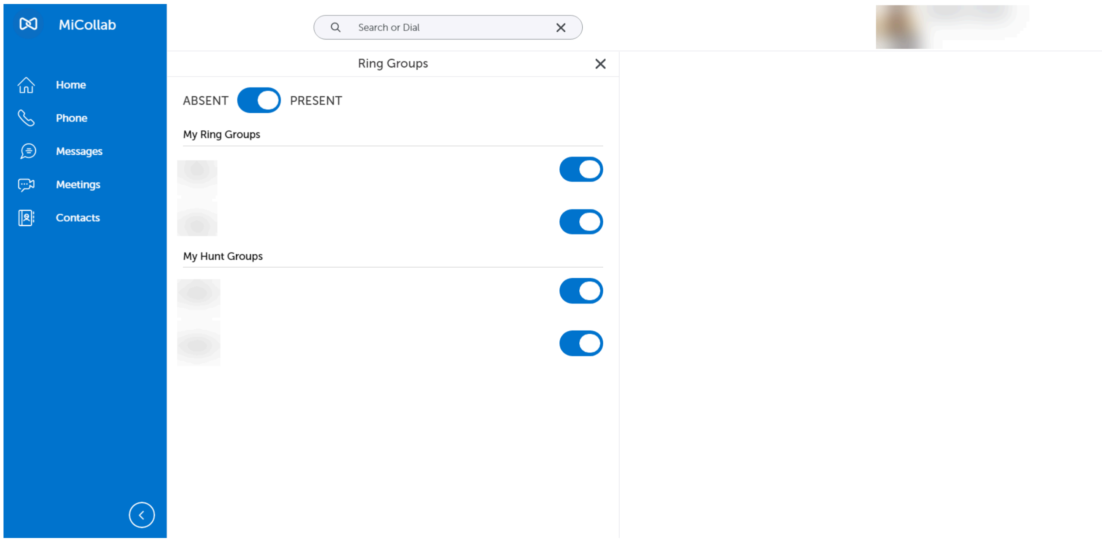
The administrator must configure a Ring/Hunt Group in MiVoice Business and add the user's DN (Directory Number) as a Ring/Hunt Group member. After synchronization between MiVoice Business and MiCollab Client Service, the Ring Groups menu will be displayed in the navigation pane of MiCollab Client under which both the Ring and Hunt Group details would be present.

You can mark yourself as present or absent (log in/log out) in the Ring/Hunt Groups by performing the following steps:

1. From the MiCollab Client Header menu, click your avatar to open the User Profile menu.
2. Click **Ring Groups**.
3. Click the toggle switch of a particular Ring/Hunt Group to log in/log out from that group.

   Or

   Click the global toggle switch to log in/log out from all the Ring/Hunt Groups.



3.14.2 Configuring Hunt Group in MiVoice 5000

> **Note**:
> The recommended client version should be 9.7 to use Hunt group feature on MiVoice 5000.

> **Note**:
> If the server is running on version 9.7, whereas if the client is running in an older version 9.6, then the Ring Group tab would be visible in the MiCollab client's navigation pane for a MiVoice 5000 set-up. The client version should be 9.7 to use Hunt group feature on MiVoice 5000.

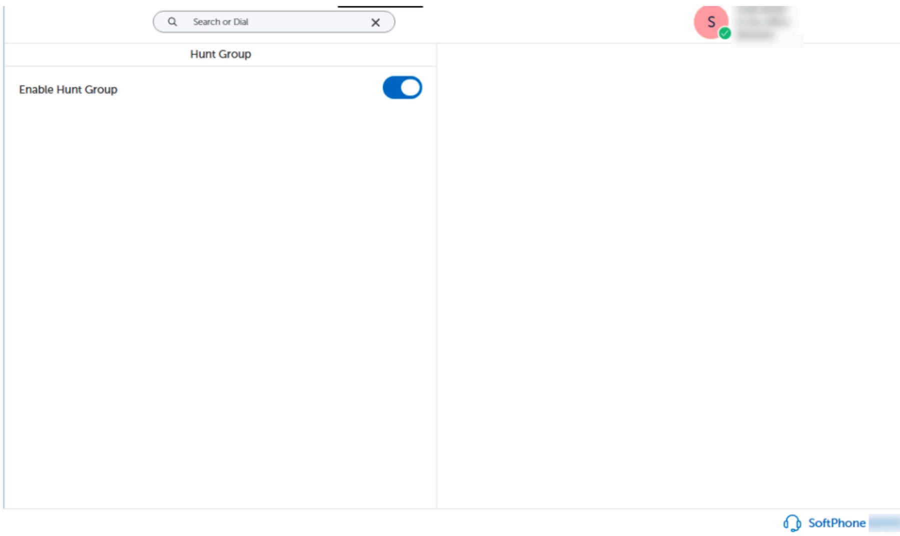
In MiVoice 5000, only Hunt group is supported and each user can be a part of only one Hunt Group.

The administrator must configure a Hunt Group in MiVoice 5000 and add the user's DN as a Hunt Group member. After synchronization between MiVoice 5000 and MiCollab Client Service, the Hunt Group menu will be displayed in the navigation pane of MiCollab Client. In the Hunt Group menu, the configured Hunt Group will be displayed as **Enable Hunt Group**.

> **Note**:
> If the Hunt Group is disabled by the administrator, the Hunt Group menu will be removed from the dialog box of MiCollab Client.

You can mark yourself as present or absent (log in/log out) in the Ring/Hunt Groups by performing the following steps:

1. From the MiCollab Client Header menu, click your avatar to open the User Profile menu.
2. Click **Hunt Group**.
3. Click the toggle switch of **Enable Hunt Group** to log in/log out from that group.



Note:
In MiVoice 5000, when a user is added or removed from a Hunt Group, MiCollab Client does not receive any notification from MiVoice 5000. The user must log in to MiCollab Client again to get the latest group information.

3.14.3 Configuring Hunt Groups in MX-One

Note:
If the server is running on version 9.7, whereas if the client is running in an older version 9.6, then the Ring Group tab would be visible in the MiCollab client's navigation pane for a MX-One set-up. The recommended client version should be 9.7 to use Hunt group feature on MX-One.

In MX-One, only Hunt Group is supported and each user can be a part of maximum four Hunt Groups and the same is visible in their MiCollab Clients.

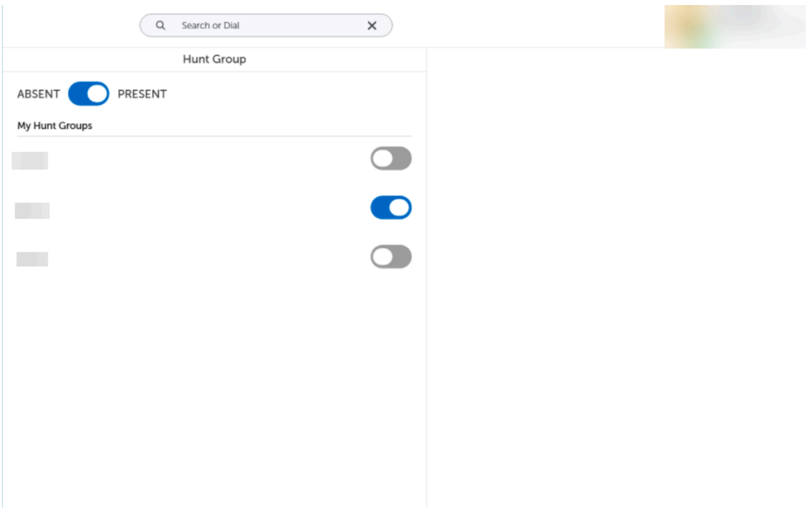
The administrator must configure a Hunt Group in MX-One and add the user's DN as a Hunt Group member. After synchronization between MX-One and MiCollab Client Service, the Hunt Group menu will be displayed in the navigation pane of MiCollab Client under which all Hunt Group details that a user is part of would be present.

You can mark yourself as present or absent (log in/log out) in the Ring/Hunt Groups by performing the following steps:

1. From the MiCollab Client Header menu, click your avatar to open the User Profile menu.
2. Click **Hunt Group**.
3. Click the toggle switch of a particular Hunt Group to log in/log out from that group.

   Or

   Click the global toggle switch to log in/log out from all the Hunt Groups.



Note:
In MX-One, when a user is added or removed from a Hunt Group, then the user on MiCollab Client will receive the latest group information in real time.

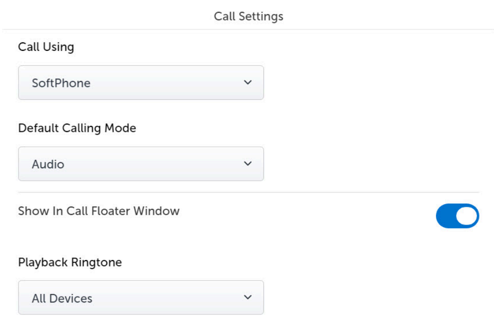
3.15 Settings

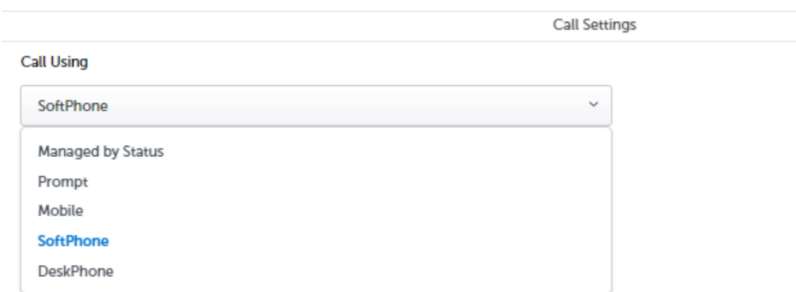
3.15.1 Call settings

You can specify your preferred device selection for outgoing MiCollab calls, calling mode (audio or video), and the preferred device for the playback ringtone.

To change the call settings, perform the following:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click **Call Settings**.





For more information on device selection and call using setting, see Device selection for outgoing calls (Call Using) on page 116.

Note:
To enable the in-call floater window, set the **Show In Call Floater Window** toggle to **On**.

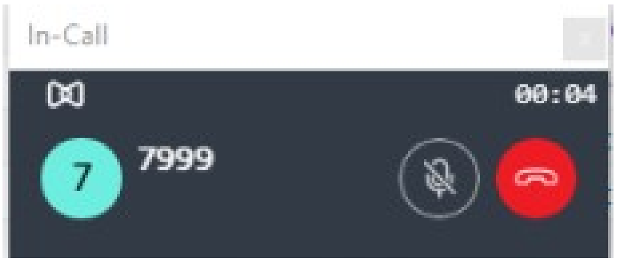
Click-to-call

The Click-to-call functionality is a hyperlinked VOIP call system based on SIP (Session Initiation Protocol) and URI (Uniform Resource Identifier). When a user clicks on a link, it will directly call using either the call back mechanism or using a user defined client with the ability to process VOIP telephony.

- **Normal mode**: In the Normal mode the MiCollab client is always populated with the telephone number embedded in the URI. The number which the user wishes to dial gets populated in the MiCollab dialler. However, MiCollab will not dial the number automatically, because the user should press the dialler to confirm the number and then progress with the call.
- **Direct mode**: In the Direct mode, the MiCollab client is populated with the telephone number which is embedded in the URI. However, unlike the normal mode, in this mode the client will not pause and directly dials the selected number. The MiCollab client will remain in the background and current

desktop order will not change and the MiCollab client will automatically dial the number without the need of user interaction.

In the Direct mode, if the option Show in Call Floater Window is enabled, then the user will see the below pop-up window after the call has been dialed. This shows the call progress and the duration of the call and the user can control the call by disconnecting it when needed.



In case the Show in Call Floater Window option is disabled, the call takes place completely in the background with no visible means of controlling the call.

Note:
The Click-to-call feature gets disabled on the MiCollab Client PC when the screen is locked, as a means of security.

3.15.1.1 Device selection for outgoing calls (Call Using)

You can select any of your configured phone numbers to make outgoing calls from MiCollab Client.

The following **Call Using** options are available:

- **Managed by Status** - This option changes the outgoing device to be the preferred device selected in the Dynamic Status. Your default device for outgoing calls changes if you change the Dynamic Status.
- **Prompt** - If you want to manually choose a device before making a call.
- **Mobile** - The mobile device will always be used to make the call.
- **Softphone** - The softphone will always be used to make outgoing calls.
- **Deskphone** - The deskphone will always be used to make outgoing calls.

Note:
If the administrator selects the Call Using drop-down option as Softphone or Deskphone, then in the MiCollab client it will show all the available devices for the same Call Using drop-down for all the users configured on that user profile. This is applicable to only MX-One.

Emergency Calls

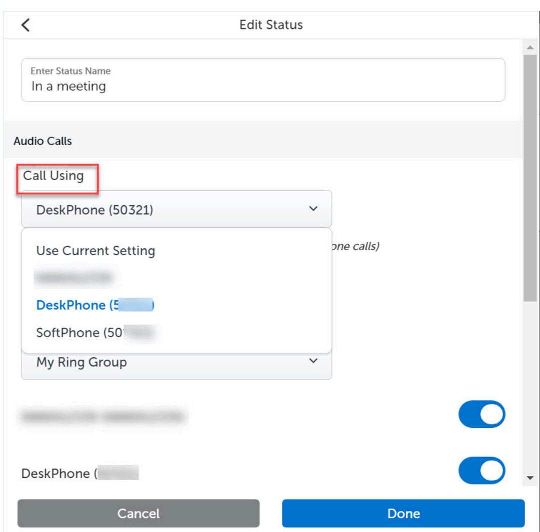
During normal operations, and always in case of iOS users, Emergency calls are handed off to the native dialer. Only in the case of Android users, if there is no cellular signal, then emergency calls will be made using the MiCollab softphone.

Call Using setting in Manage Status

Default device to be used for outgoing or incoming calls can also be changed based on the selected Dynamic Status. To select a default device:

1. From the MiCollab Client Header menu, click your on avatar to open the User Profile menu and then click on **Settings**.
2. Click on **Manage Status** and select the preferred status from the displayed options.
3. Under **Audio Calls**, click the **Call Using** drop-down list, and select the device you prefer to make calls from.

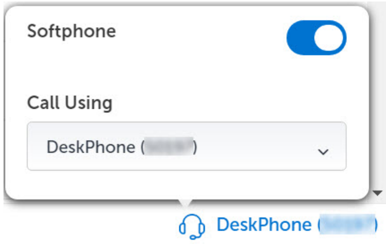
> **Note**:
> From the **Call Using** drop-down list, select **Prompt** to choose a device before making a call.



4. Click **Done**.

Call Using setting in the Client's footer

You can select the default device to manually override the preferred device from the MiCollab Client's footer.



Note:
This setting will remain until you change the device by applying a new Dynamic Status.

Note:
Softphone toggle only registers the softphone and does not register the Client with the credentials of the controlled device visible in the lower right corner.

Displaying calling number for outgoing calls (external calls only)

Users can choose which number will be displayed for all their outgoing calls. The outgoing numbers are displayed in two different locations, one which is set under the dynamic status(es) created by the user, that is under **Manage Status** or directly from the User Profile menu, under **My Outgoing Number.**

Note:
This feature is applicable only on outgoing CTI, Softphone, and Call Through (FMC) calls for MiCollab users on MiVoice Business communication platforms. The system CLI number requires MiVoice Business version 10.0.1.18 or higher to operate.

Note:
When a user selects a number that is not the default setting under **Settings > Manage Status > Status > Show my outgoing number**, the system will initiate a CTI callback before connecting the user to the outgoing call. This behavior is primarily noticeable on iOS (Mobile) clients due to technical limitations, which are seen in iOS. Users will briefly see an incoming call pop-up before the system switches to the outgoing call.

Note:
System CLI Number is applicable for calls made to external numbers only (for Softphone and Desktop calls). This feature is not applicable for internal calls.

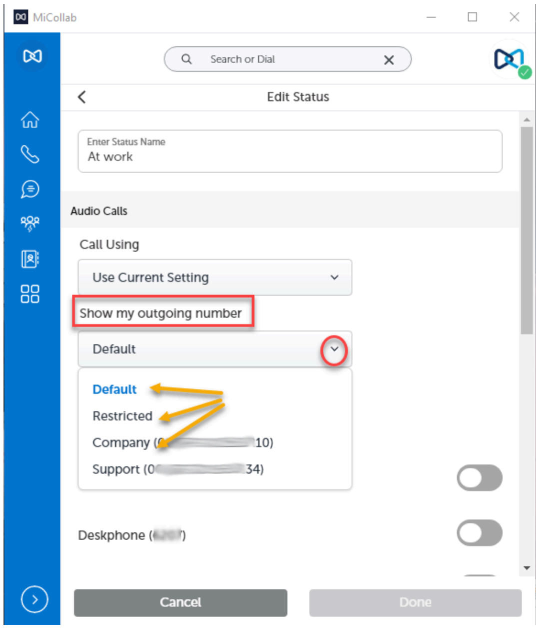
To select an outgoing number perform the following:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings > Manage Status.**.

   Or

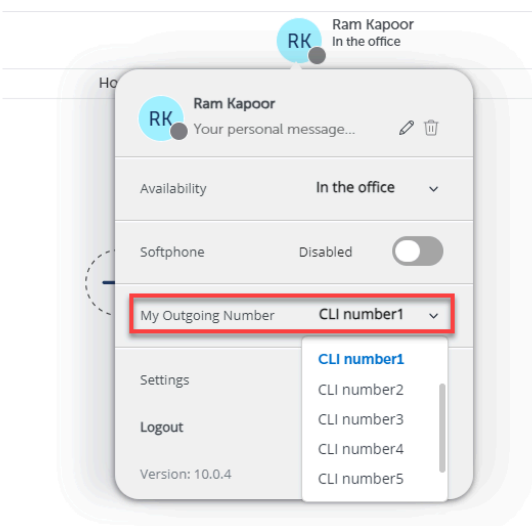
   From the MiCollab Client Header menu, you can directly click on the dropdown next to **My Outgoing Number.**

2. From the **Manage Status** page select the preferred status from the displayed options and from the **Show my outgoing number** drop-down list, select the preferred number (Default, Restricted, or select the CLI number (as entered by the admin) to be displayed on external party phones.



Or

From the **My Outgoing Number** you can directly select or change the number of your outgoing calls.



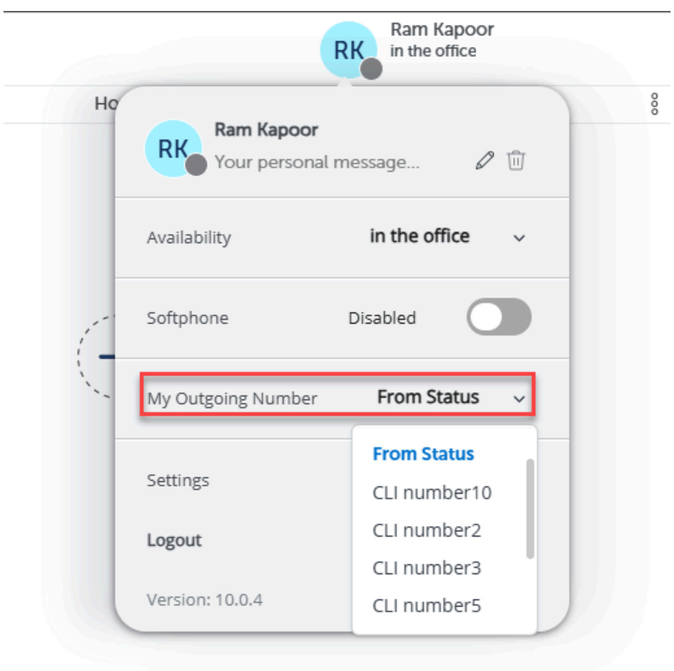
Note:

- Select **Default** to display the default calling number that is selected in the Call Using drop-down.
- Select **Restricted** to hide your caller ID for all outgoing external numbers. The called party will see the incoming call as “Unknown caller”. The option **Restricted** option is hidden by default, and to see it in the clients it must be enabled in the deployment profile. See the MiCollab Client Deployment Web Help for details.

3. Click **Done** once the outgoing number is assigned under the dynamic status under Manage Status.

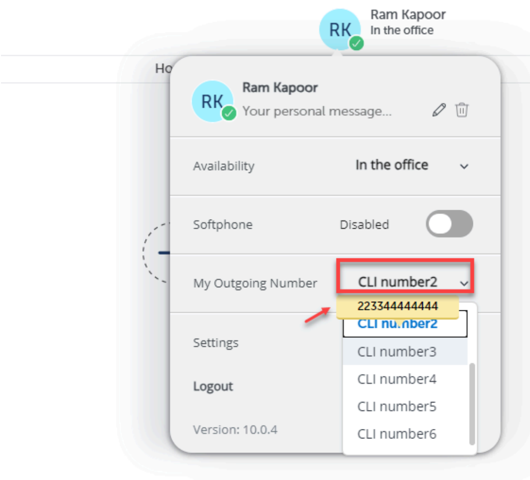
My Outgoing Number field

The outgoing numbers can be easily selected from the User Profile menu using the dropdown field, **My Outgoing Number**. The other option to view the outgoing numbers is from **Settings > Manage Status >** *Select the status* **> Show my public outgoing number**. When you log in to the MiCollab client, the **My Outgoing Number** field will display the default option *From Status*.

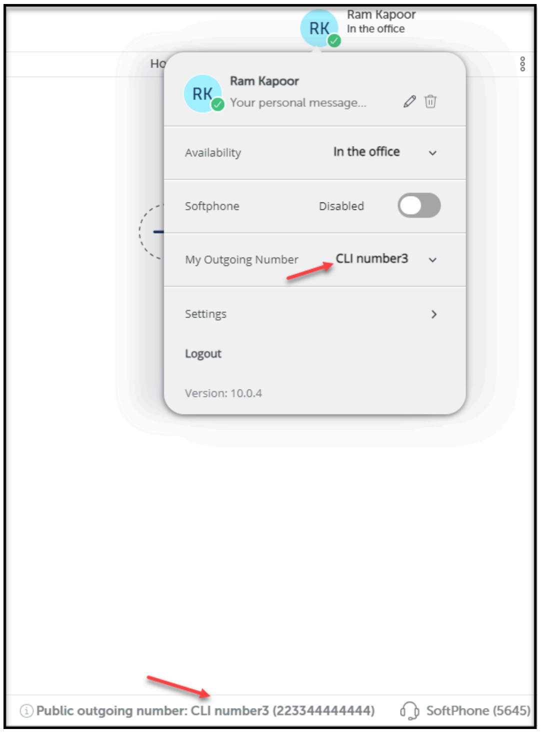


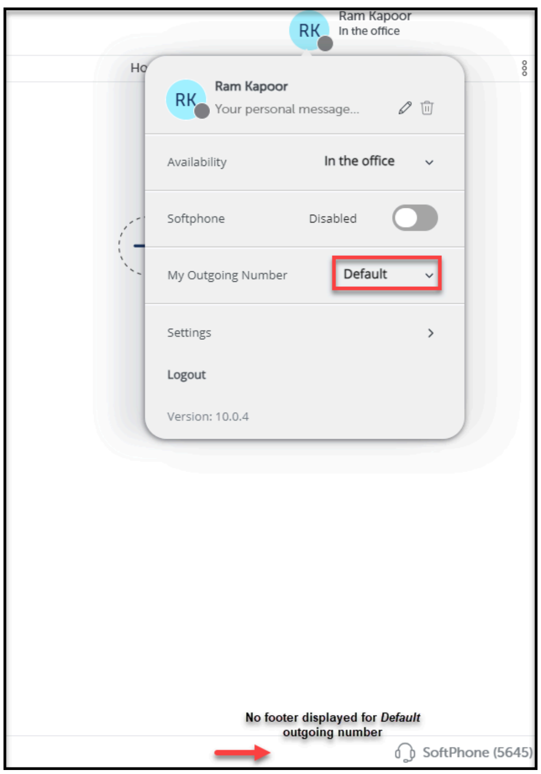
Note:
When you select the *From Status* option, the outgoing number is set as per the **Show my public outgoing number** field in the dynamic status that is selected by the user under the Manage Status page.

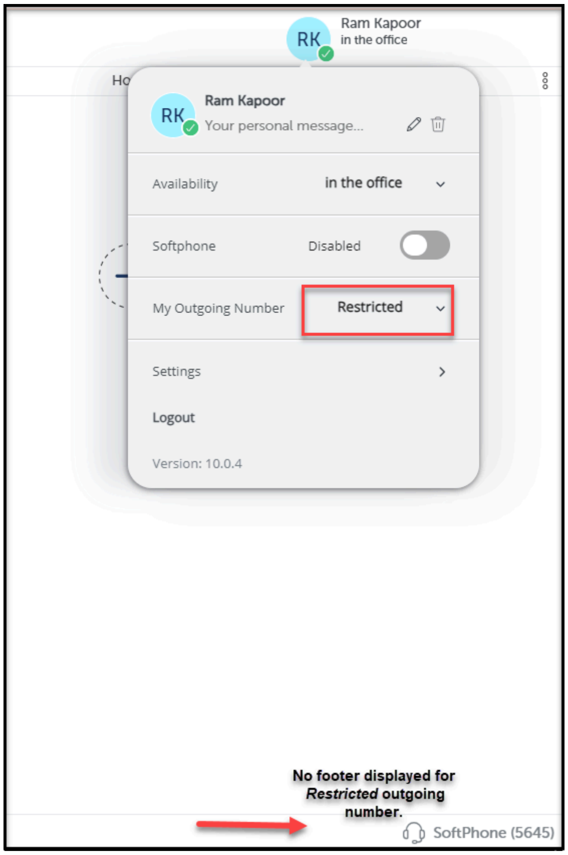
Click on the dropdown menu to select the desired CLI number. The dropdown menu for **My Outgoing Number** displays only the label assigned to every CLI number. To view the CLI number assigned to a label, hover over the label to display the number in the tooltip. The tooltip is not visible for the options *From Status*, *Default*, and *Restricted*.

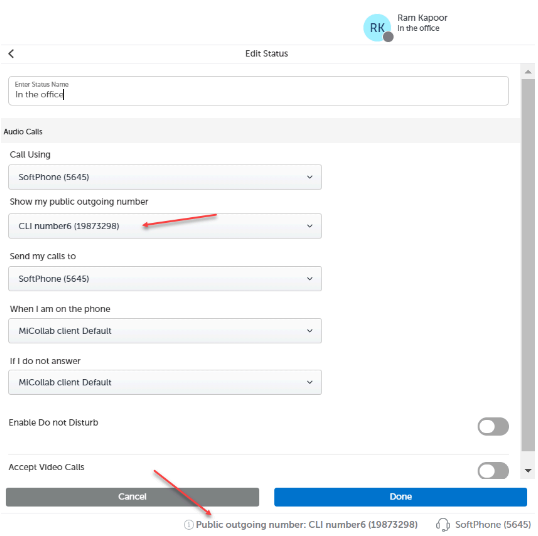


Once an outgoing number is selected, it is also displayed in the client's footer menu (The setting is shown under the **Settings** page in Mobile Clients) as *Public outgoing number <label> <number>*. If the value of the **My Outgoing Number** field is *Default* or *Restricted* the footer does not display any number.


Ram Kapoor
In the office
Ram Kapoor
Your personal message...
Availability
In the office
Softphone
Disabled
My Outgoing Number
CLI number3
Settings
Logout
Version: 10.0.4
Public outgoing number: CLI number3 (223344444444)
SoftPhone (5645)


Ram Kapoor
In the office
Ram Kapoor
Your personal message...
Availability
In the office
Softphone
Disabled
My Outgoing Number
Default
Settings
Logout
Version: 10.0.4
No footer displayed for Default outgoing number
SoftPhone (5645)





When the outgoing number is selected from the **My Outgoing Number** field, it takes precedence over the number that is selected under the dynamic status field.

Overriding the outgoing number (internal and external calls)

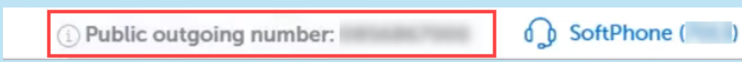
Users can override their public outgoing number by enabling the overriding feature. It can be enabled by dialing the given overriding code (example, ***89**) from the softphone or deskphone.

For example, Dial ***89*5000#** from the Client to change the outgoing number to **5000** irrespective of the selected dynamic status.

Where, ***89** is the overriding code and **5000** is the group number.

Note:
The outgoing number selected using the overriding feature will have precedence over the Flexible CLI number selected from the dynamic status menu.

Note:
The selected outgoing number will be displayed in the Client's footer menu.



Users can remove the overrides using the given override removal codes. After the removal, the flexible CLI number in the current dynamic status will be activated automatically.

In the above example, to remove the override, dial **#89##** from the softphone or deskphone.

Note:
***89** is also applicable for internal calls.

3.15.1.2 Device selection for answering incoming calls

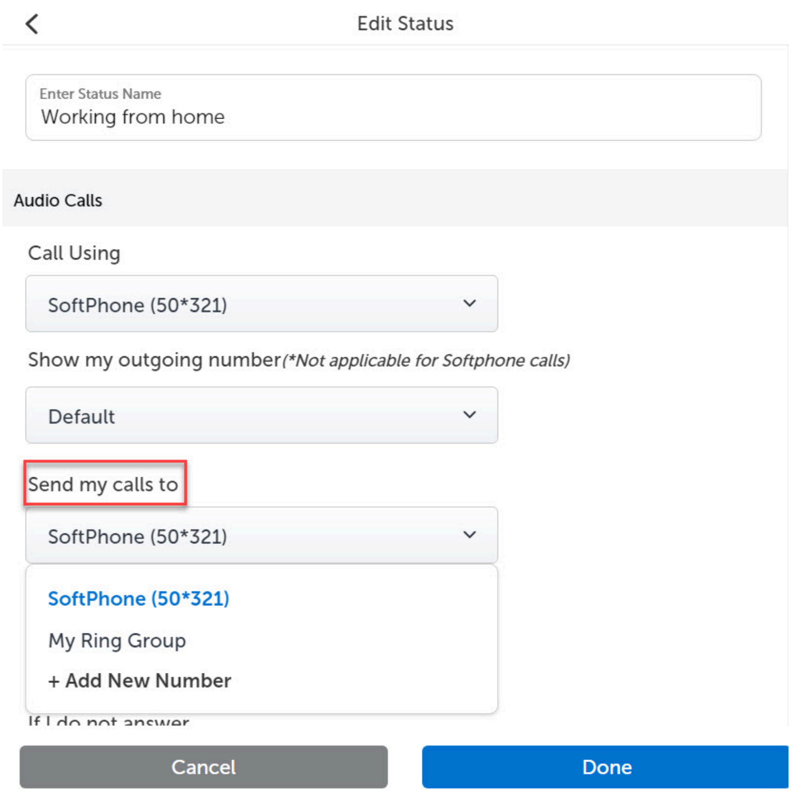
You can select any of your configured phone numbers or add new numbers to answer incoming calls from MiCollab Client.

Send my calls to (available to take calls)

The **Send my calls to** field specifies the device used for answering incoming calls when you are not busy. The default device to be used for incoming calls can be changed based on the selected Dynamic Status. To select a default device:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.

2. Click on **Manage Status**.
3. Click on the preferred status listed.
4. From the **Send my calls to** drop-down list, select the device or click **Add New Number** to add a new device. Also you can select **My Ring Group** and then select the device from the listed devices.
5. Click **Done**.



Note:
If the user selects **All Devices** from the **Send my calls to** drop-down menu, then all the terminals will ring (that is, all devices will be in active state).

Send my calls to (when I am on the phone)

The field When I am on the phone specifies the device used for diverting the incoming calls when you are busy on another call. To select a device:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click **Manage Status**.
3. Click on the preferred status listed.

4. From the **When I am on the phone** drop-down list, select any one of the options as listed:
    - PBX Default
    - MiCollab Client Default
    - No Diversion, removes the existing diversion
    - Voicemail, diverts the calls to the voicemail
    - Add New Number, to add a new device
5. Click **Done**.

Send my calls to (if I do not answer)

The **If I do not answer** field specifies the device used for diverting the incoming calls when you do not answer the incoming call. To select a device:

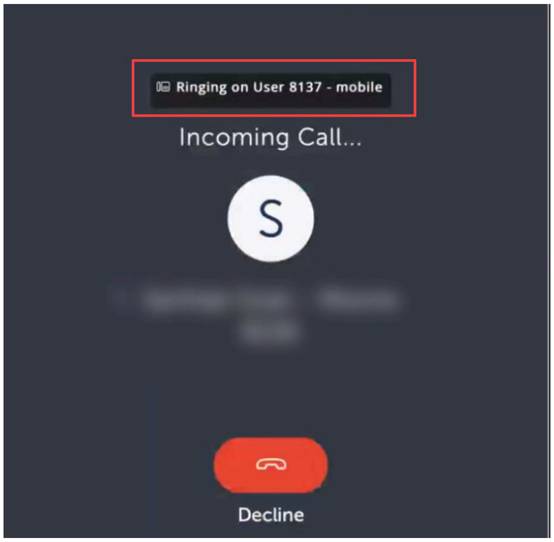
1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click **Manage Status**.
3. Click on the preferred status listed.
4. From the **If I do not answer** drop-down list, select any one of the options as listed:
    - PBX Default
    - MiCollab Client Default
    - No Diversion, removes the existing diversion
    - Voicemail, diverts the calls to the voicemail
    - Add New Number, to add a new device
5. Click **Done**.

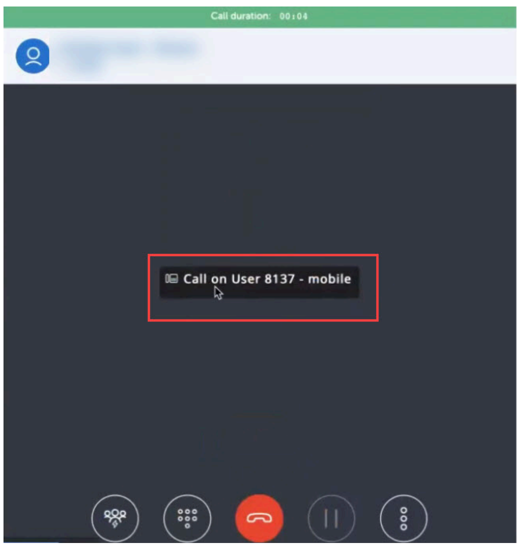
Note:
In MiCollab Client, the DID numbers will not be listed under **Send my calls to**, **When I am on the phone**, **If I do not answer** drop-downs in Dynamic Status.

Alerting Device information on call screen

To alert the users about the device selected for incoming calls, a message with the device name will be displayed on the ringing and established CTI call screens.

The user will be notified with a message about which device is ringing and where it is answered.





Note:

If the call routing is set to **Multiple devices** or **All Devices** under **Send my calls to** drop-down, there will not be any alert message on the incoming call screen.

- For **Multiple devices**, an alert message will be displayed in the established call screen with the specific device name.
- For **All Devices**, an alert message will be displayed in the established call screen stating that the call is on other device.

3.15.1.2.1 Auto-answer

The Auto-answer feature can be enabled or disabled through a setting in the MiCollab PC and Web client (Chrome only), under the **Call Settings** menu. By default, this setting is turned off. When enabled, all incoming calls are automatically answered after a brief tone, without requiring any user interaction, as long as there is no other on-going active call. The call will be connected automatically one second after the tone is played.

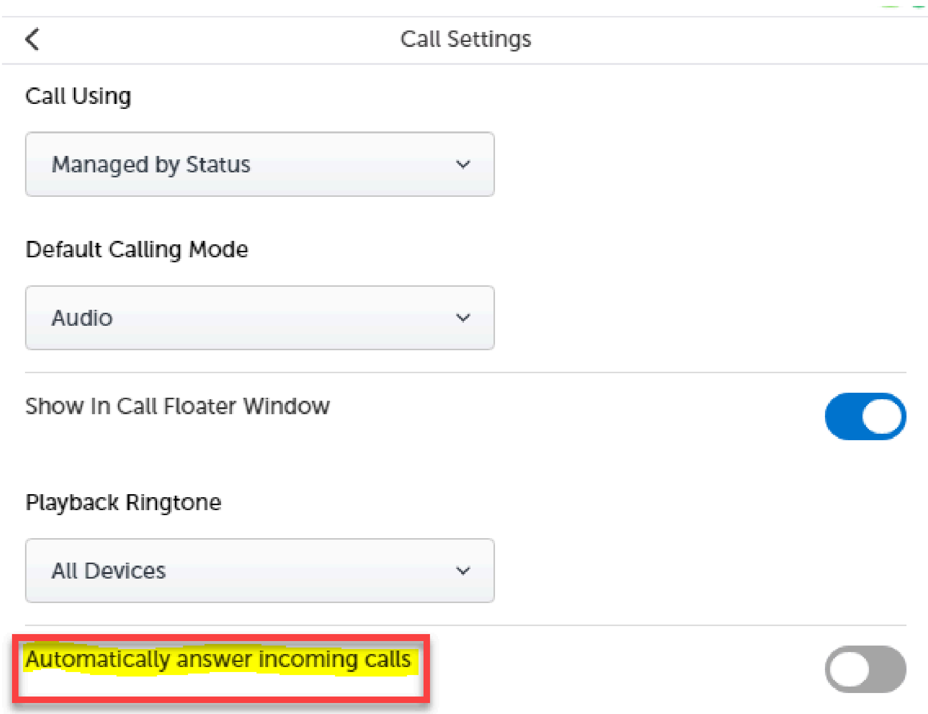
> **Note**:
> The auto-answer feature is supported only for softphone calls and not for CTI calls. Deskphones have a different functionality to enable the auto-answer feature independently.

> **Note**:
> When auto-answer is enabled or disabled, the softphone will restart. In the MiCollab Web client, this process takes approximately 2-3 seconds as it disables and re-enables the softphone. In the MiCollab PC client, the restart process is slightly quicker.

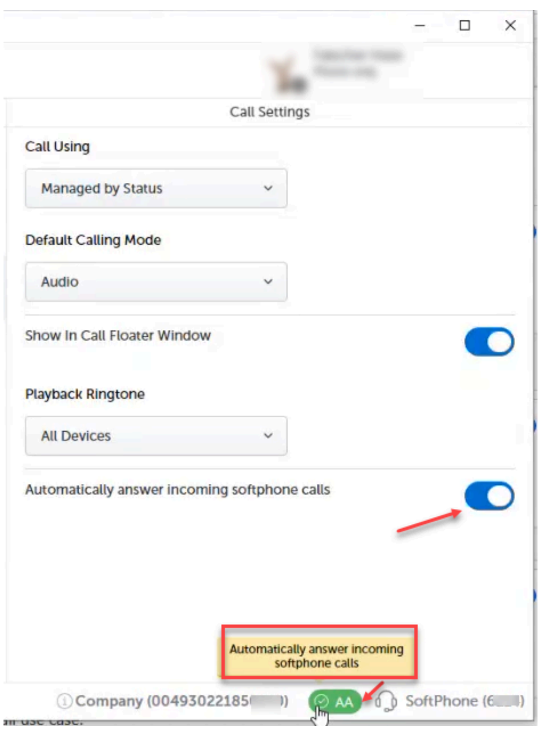
> **Note**:
> This feature is supported only in Chrome-based browsers. When the browser client is running in the background, there will be no visible indication of an active call.

To enable the auto-answering feature, perform the following:

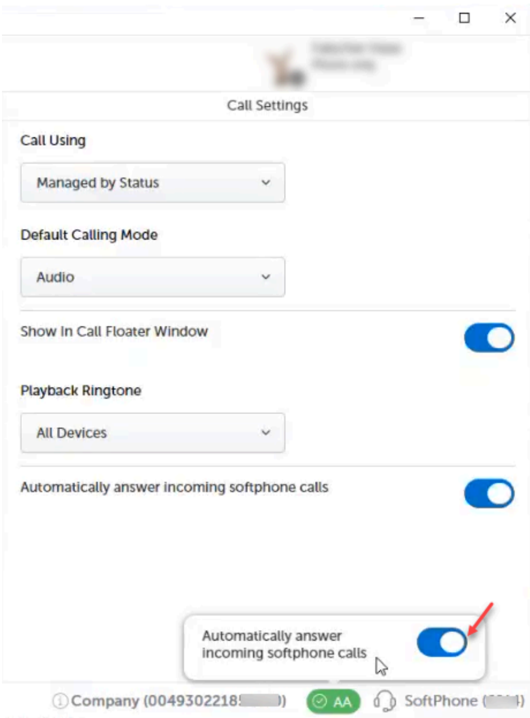
1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click **Call Settings**.
3. Enable the toggle button for **Automatically answer incoming calls.**

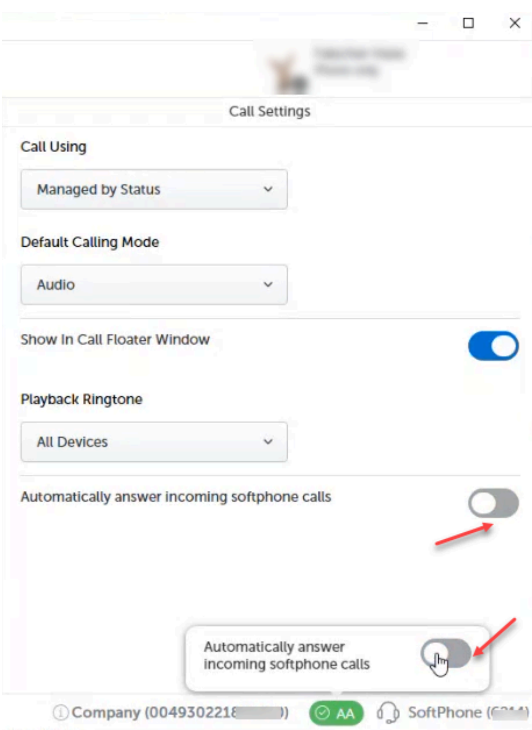


When the auto-answer feature is enabled, an indicator appears in the footer of the MiCollab Client. Hovering over the indicator reveals a tooltip that describes the functionality of this feature.



The auto-answer feature indicator can be used to disable this feature (enabling can be done *ONLY* from the Call Settings page), in addition to the toggle option found on the **Call Settings** page. To disable the feature, simply double-click on the indicator, which will open the toggle option. Please note that disabling the feature will also deactivate the toggle option on the **Call Settings** page.





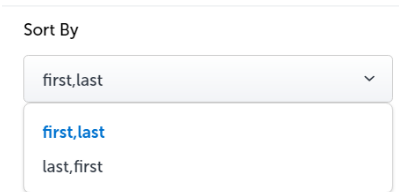
3.15.1.3 Name Sorting

You can sort the order of names of the MiCollab clients by using the Name Sorting option.

To sort the order of the names:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **General**.
3. Click on **Name Sorting.**
4. Select one of the drop-down options from the **Sort By** field.

   You can sort the names with the usual **First,Last** name or you can select **Last,First** name.



Note:
After a factory reset on the client or when a different user logs in, the name sorting gets back to the default setting, that is First,Last name.

Whereas a local restart on the client does not change the local setting value.

Selecting **Last,First** name sort option will have the following changes in the MiCollab Client:

1. Contacts Page:
   - All the contacts under Groups, Corporate, Personal and External will display reversed formatting.
   - Sorting of names will be done alphabetically based on last name.
2. Search option:
   - All search results will be sorted alphabetically based on the last name for all the contact and their related entries (Contacts, Calls, Chats, etc.)
3. CloudLink Chat:
   - While tagging a user in CloudLink Chat component, the names displayed will be in the last, first name format.

3.15.2 Emergency Location

The Emergency Location service provides the dispatchable location of the end-users for the 911 calls for MiCollab Softphone users. This location is conveyed along with the 911 calls that are made.

Note:
The Emergency Location feature is applicable only to the USA and Canada clients.

Prerequisites: The network helper component must be installed for the Emergency Location feature to work.

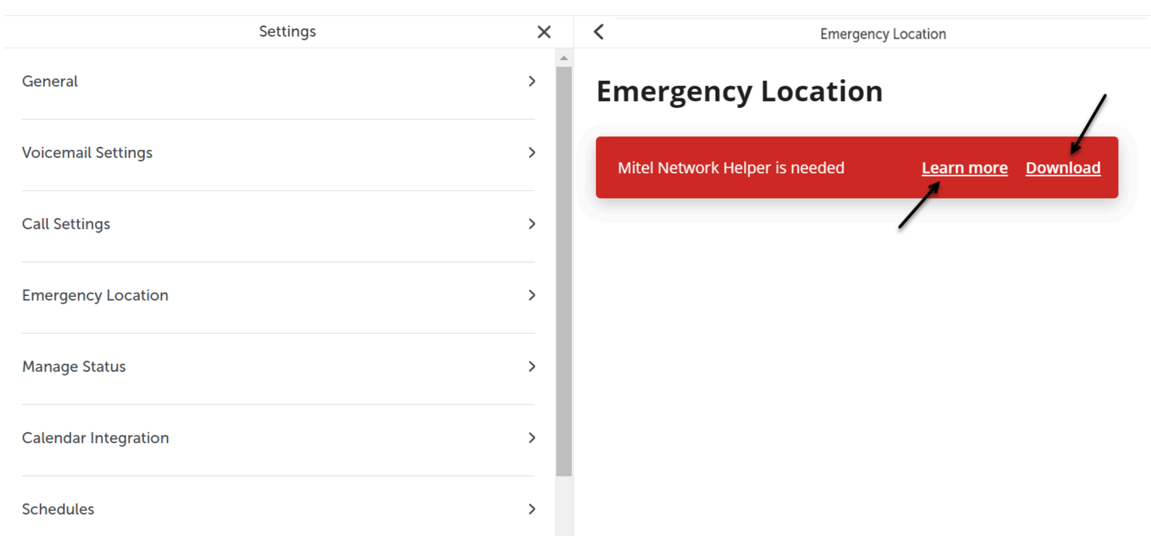
> **Note**:
> The Emergency Location feature is only applicable for softphone calls, not for CTI calls using a desk phone.

Installing the Mitel Network Helper for RedSky and Intrado users

> **Note**:
> In a Web browser client, after the client is launched, the Network Helper dialog opens. Select and check the option, ***Always allow MiCollab links of this type in the associated app...*** checkbox and click **Open**. This dialog box will not appear again until the cache is cleared.
>
> In the Windows system, this dialog box will always appear (when the client is launched) only if the Mitel Network helper is not installed.

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **Emergency Location**.
3. Click on the **Download** option.

   To know more about the 911 emergency calls and RAY BAUM's Act, click on **Learn More**.

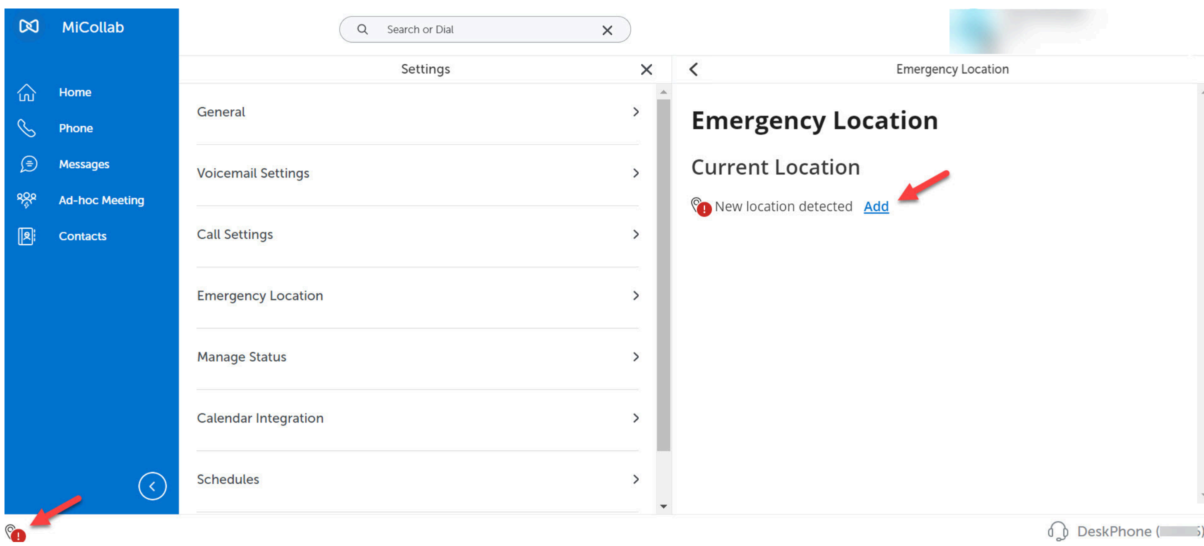


4. Once the file is downloaded, run the file and install the Network Helper component.

Note:

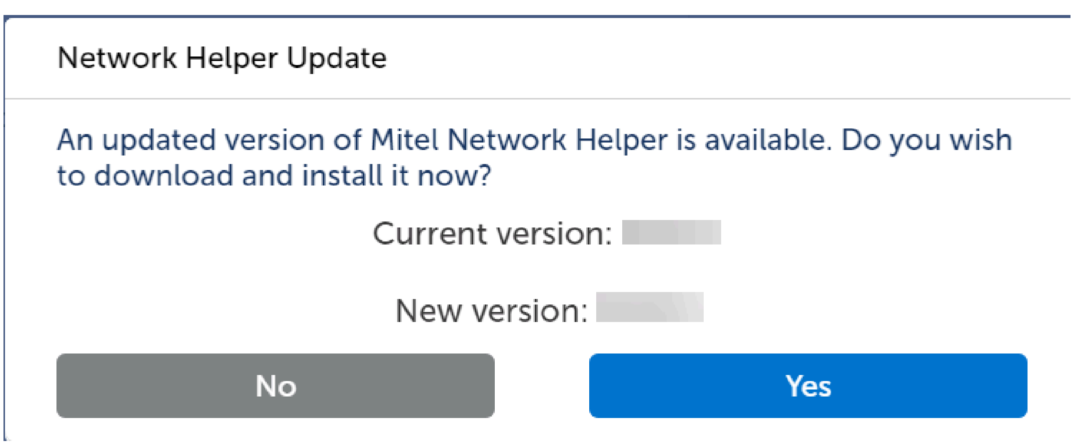
In the case of a PC client, when the user downloads the Network Helper, the installer runs and installs automatically after the download. It does not need to be run manually.

When the Network Helper is installed, the option to add a location will appear in the MiCollab Client.



When the Mitel Network Helper gets upgraded to the next version, under the Emergency Location window, you can see the option to update the Network Helper version. Click on **Download** to upgrade the Mitel Network Helper version installed in your system.

If an update is available for Mitel Network Helper, and the user is logged out and they log in (re-login) back, the user will receive a pop-up notification to upgrade to the latest version. Here, the user either can click **Yes** to upgrade to the latest Mitel Network Helper or click **No** to continue with the existing version.



The MiCollab Client UI will display the Emergency Location availability indicator at the bottom left of the client if the Emergency Location is not set. When you hover the mouse over the indicator, a tooltip is displayed, stating, **Please set your location**. If you click on this indicator, it will directly take you to the page where you can set your location. This indicator will disappear once the user adds the location.

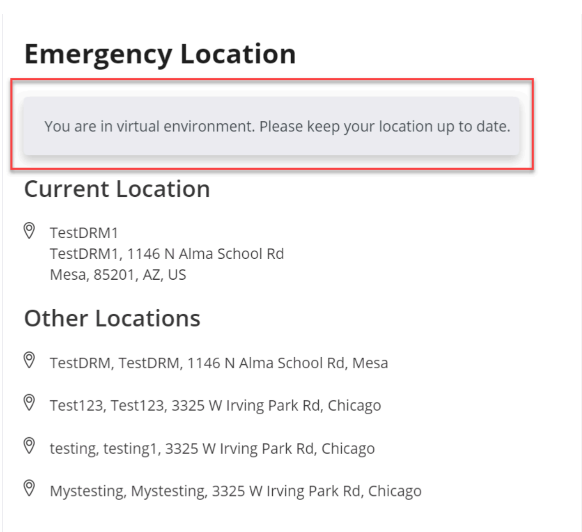
Note:
This indicator and emergency location setting will be displayed in the client only when the administrator configures the Location Service Configuration on the MiCollab server.

Note:
When a user connects to an unsecured network/Wi-Fi connection without any password, the Emergency Location of the client cannot be fetched due to an OS limitation and a message is displayed, saying, **Getting your saved location** with a loading icon.

Virtual Environment for Emergency Location

When a MiCollab client is in a virtual environment, for example, Citrix, Microsoft RDS, or VMware Horizon (this virtual environment is set by the administrators in the server), the following message will be displayed under the Emergency Location settings:

You are in a virtual environment. Please keep your location up to date.



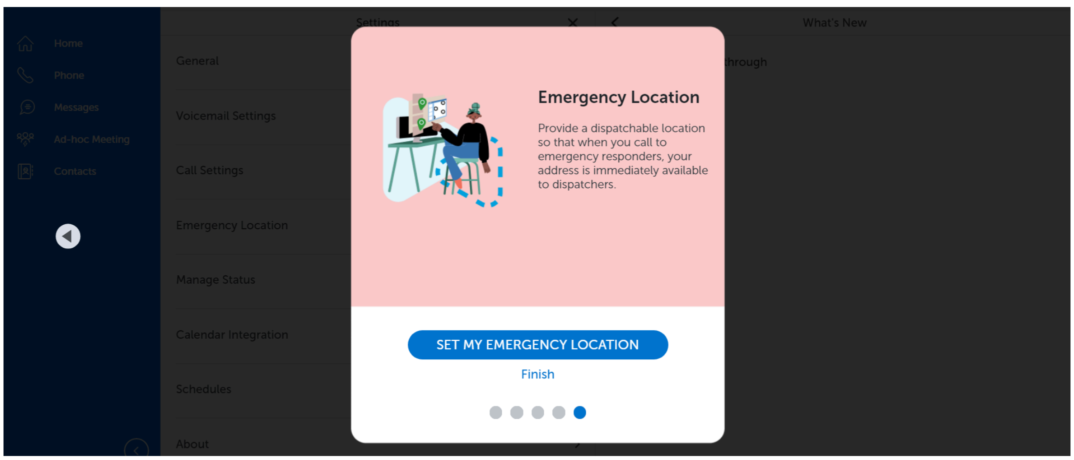
You can add your location under the **Emergency Location** settings. The saved location will persist until the user updates it. It is the responsibility of the user to keep their location up to date.

Note:
In a virtual environment, the Mitel Network Helper is not required.

Updating the Emergency Location manually

The Emergency Location can be set manually as follows:

- If you are a new user, you can set the Emergency Location from the First Time User Experience (FTUE) page by clicking the **SET MY EMERGENCY LOCATION** button. The **Emergency Location** screen will be displayed, where you can add the location details.



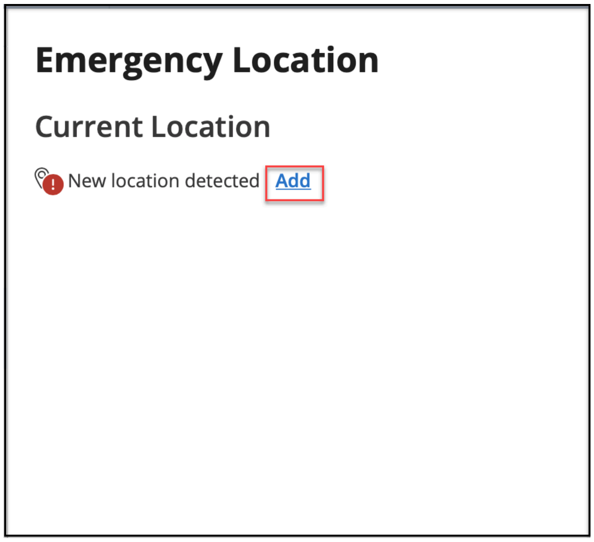
- If you are an existing user, you can set the Emergency Location as follows:

1. Click on the Emergency Location availability indicator at the bottom left of the client.

   OR

   From the MiCollab Client Header menu, click your avatar to open the User Profile menu and then click on **Settings** > **Emergency Location**.

   The Emergency Location page opens.
2. Click on the **Add** option.

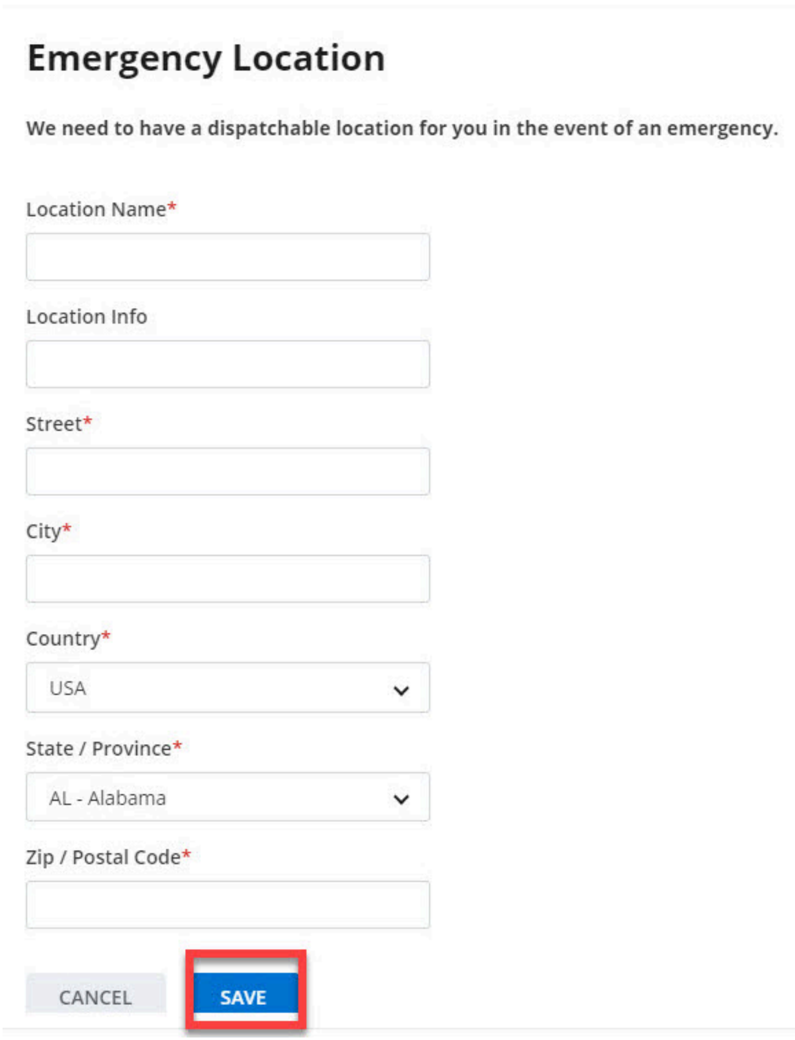


> **Note**:
> A MiCollab user may need to enter the Emergency Location details multiple times for the below scenarios:
>
> - when the user is in a mesh network where they have multiple base stations (BSSID), the Emergency Location details may need to be entered against each BSSID.
> - when the user is connected to the same network with different frequencies. E.g. 2.4 GHz vs 5 GHz.
>
>   For some of the networks, this may be hidden from the user; but each frequency can have its own BSSID and the user's location may need to be entered for each if the BSSID.

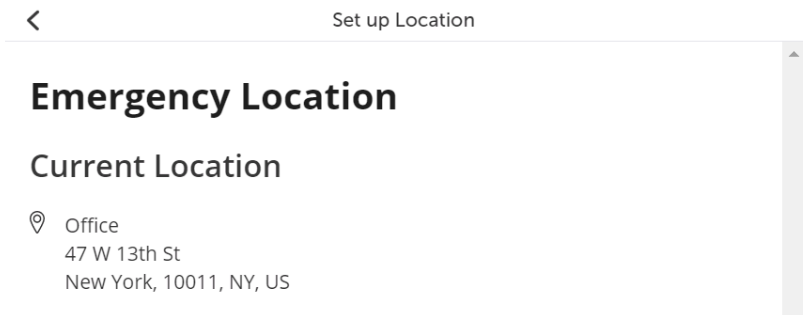
3. To complete the address or location details, enter the required information in each of the fields and click on **Save**.

Note:
The **Location Info** field can have a maximum of 20 characters.

Note:
For users who have selected the Intrado service, in the street address field the address should be correctly and appropriately entered. However, depending on the location entered, Intrado may not insist on the street address being fully validated. If the address is accepted, then it is sufficient for proper emergency call routing.



4. Once the Emergency Location details are saved, the information is displayed under the Emergency Location page as Current Location.



Emergency Location Notification

Note:

The Emergency Location prompt will appear when the location is not saved by the user. If the **End-user prompt allowed** checkbox is enabled in MiCollab Server by the administrator, in the location prompt, both **Add Now** and **Later** options would be displayed. If the **End-user prompt allowed** checkbox is disabled by the administrator, then only the **Add Now** option is displayed in the location prompt.

The Emergency Location taskbar notifications will be displayed each time when the location is saved.

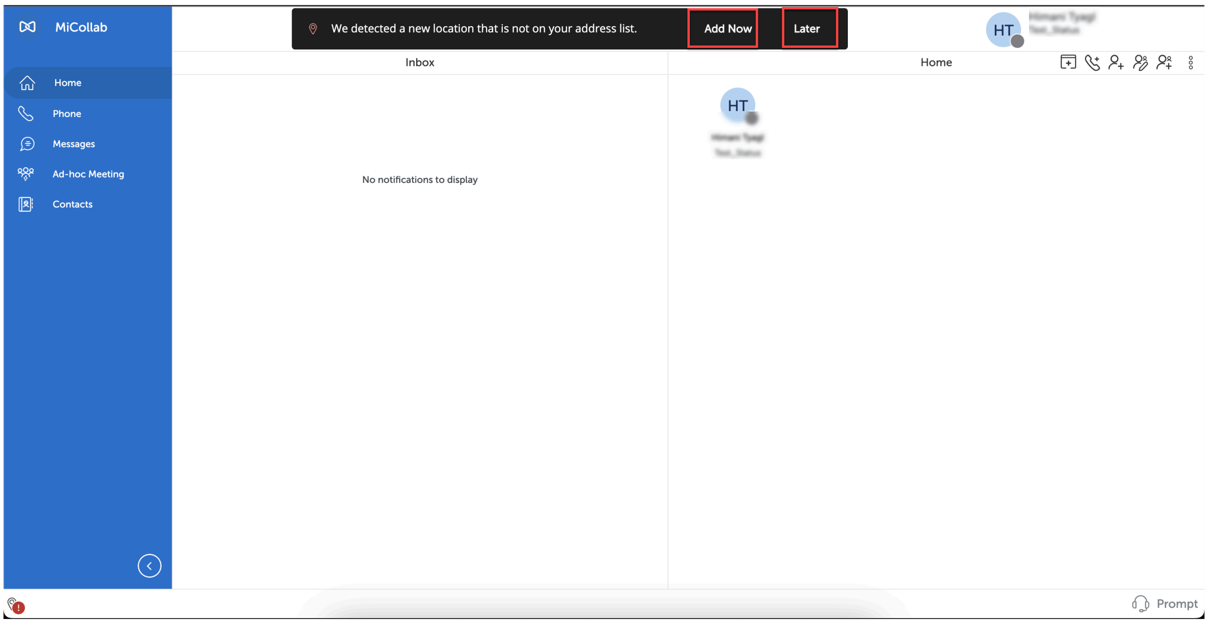
The Emergency location will be notified as a taskbar notification and an alert if the location is not saved. The possible use cases where a user gets notified on the Emergency location are as follows:

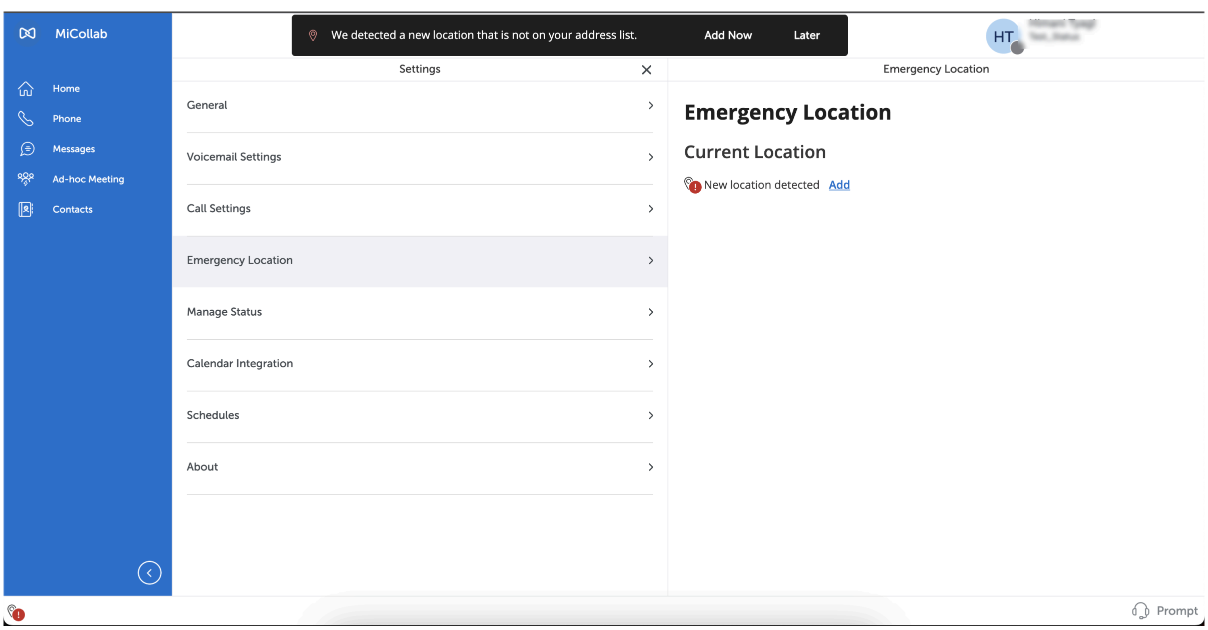
- If the user has not saved a location, the following use cases can occur:
  - When MiCollab Client is started or the network is changed, a pop-up notification will appear at the top of the screen with the following message:

    We detected a new location that is not on your address list.

    Two options, **Add Now** and **Later** are displayed in the pop-up notification which are both enabled. Click on **Add Now**, the **Emergency Location** screen is displayed, where the user can set a location by clicking on **Add**. If the user selects the option **Later**, the pop-up notification disappears from the screen, but reappears when the user logs back or restarts the MiCollab Client.

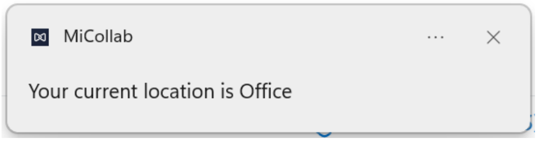
Note:
The user can perform other actions like making a call, sending a message, adding a new contact with the pop-up message being displayed, etc. The pop-up will disappear only if the user sets a location or clicks the **Later** option.





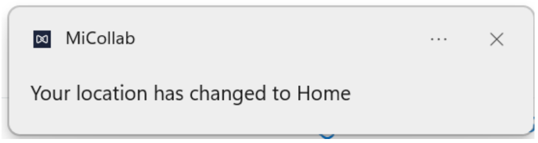
- If the user has saved a location and when MiCollab Client is started, it will display the following notification at the bottom right of the client:

  Your current location is <location name>.



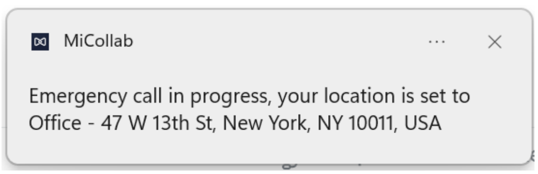
- In case if the network is changed and the current location is detected, it will display the following notification:

  Your location has changed to <location name>.



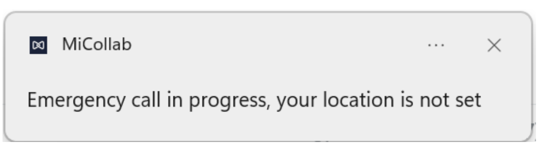
- If the location is already set and while making a 911 call, it will display the following notification:

  Emergency call in progress, your location is set to <location details>.



- If the location is not set and while making a 911 call, it will display the following notification:

  Emergency call in progress, your location is not set.



- If the client starts on the virtual environment and no location is set, the following use cases can occur:
  - When MiCollab Client is started, a pop-up notification with the message:

    We detected a new location that is not on your address list.

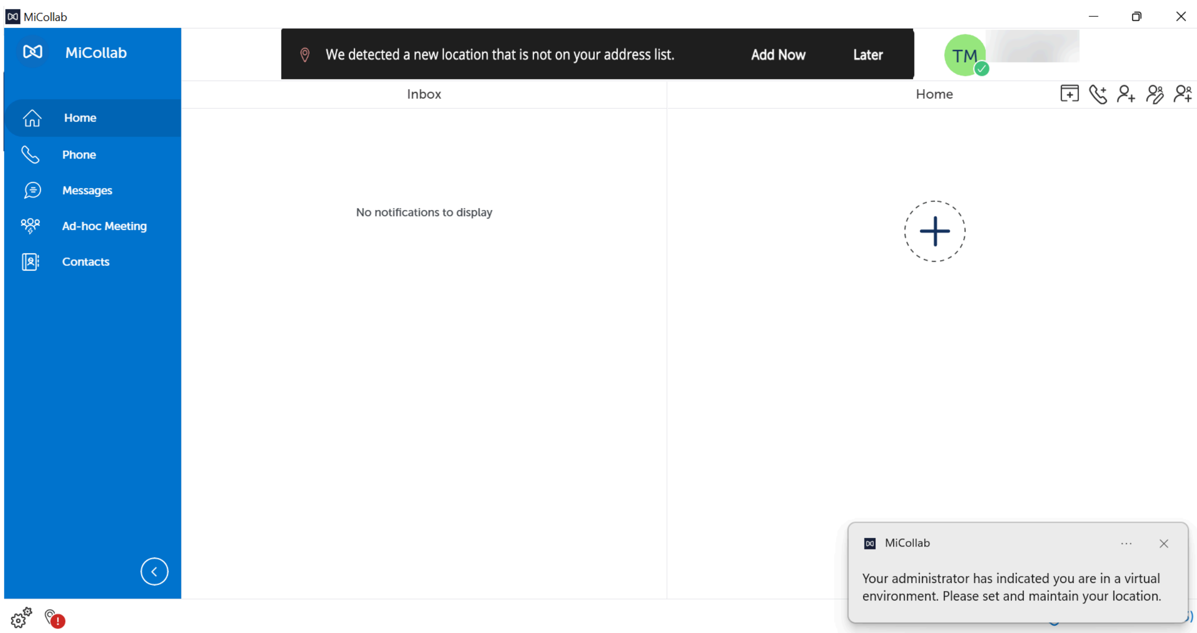
    and a taskbar notification with the message:

    Your administrator has indicated you are in a virtual environment. Please set and maintain your location.

    would appear.

    Two options, **Add Now** and **Later**, are displayed in the pop-up notification, which are both enabled. Click on **Add Now**, and the **Emergency Location** screen is displayed, where the user can set a location by clicking on **Add**. If the user selects option **Later**, the pop-up notification disappears from the screen, but reappears when the user logs back or restarts the MiCollab Client.

Note:
The user can perform other actions like making a call, sending a message, adding a new contact, etc and other MiCollab functionalities with the pop-up message/prompt being displayed. The pop-up will disappear only if the user sets a location or clicks the **Later** option.



Note:
IMPORTANT:

MiCollab client users need to periodically check and ensure that the correct address is displayed under the Emergency Location of the client because the client may not always detect a change in location. This check should be done when you start/restart the client or change the location, to see if the new location change is reflected in the client. Specifically, if the user's network is provided by a 4G/LTE Hotspot, or tethered mobile phone, or other mobile devices, then the client will not detect a change in locations.

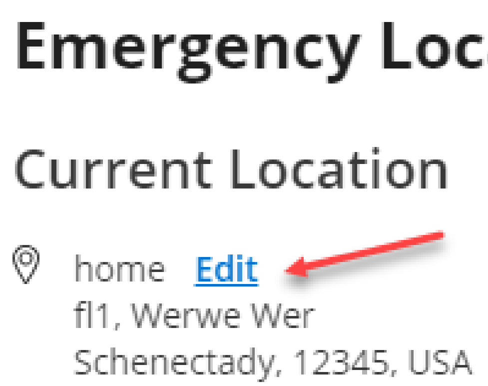
Note:
In case if you have enabled RedSky as your service, and if you change the location name, the service does not update the address but creates a new entry in their Database unless you edit the existing address details.

In case if you have enabled Intrado as your service, you can have only one address for one network information. If you modify it, the service will keep updating the existing record without creating a new one.

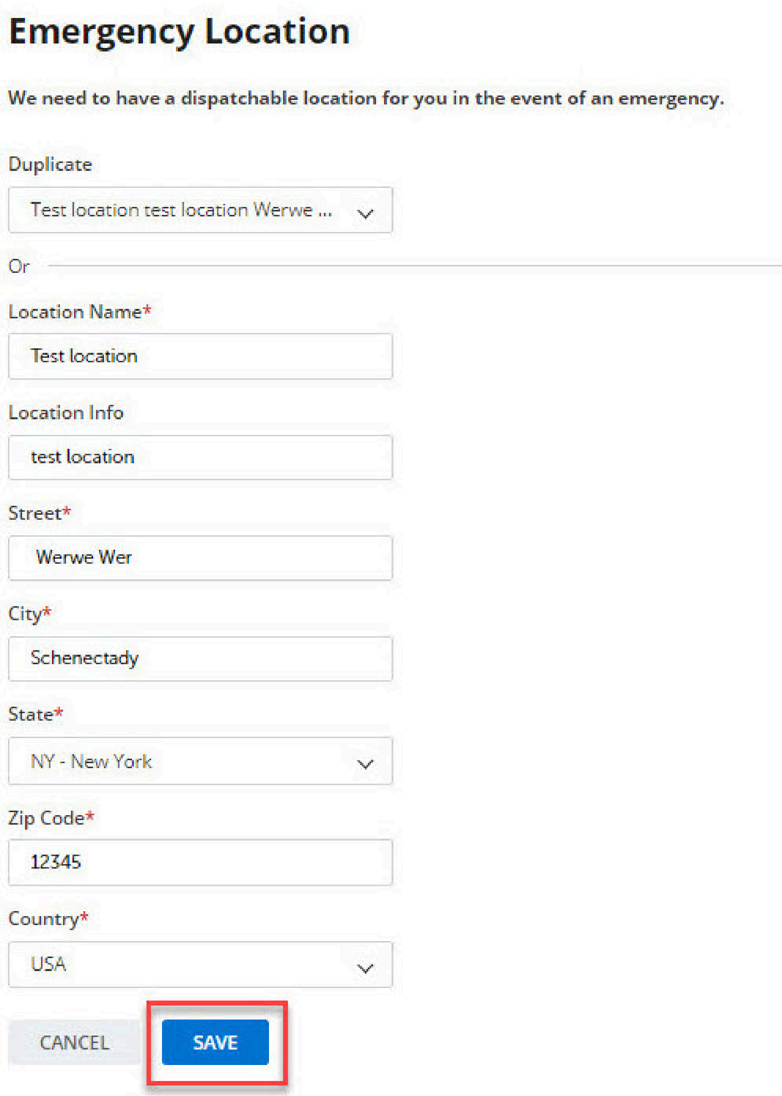
Editing the Emergency Location details

To edit or modify the location settings,

1. Click on the **Edit** option, which appears next to the Current Location when hovering over the details.



2. Modify the fields or copy the current information from the **Copy from** option and click on **Save**.



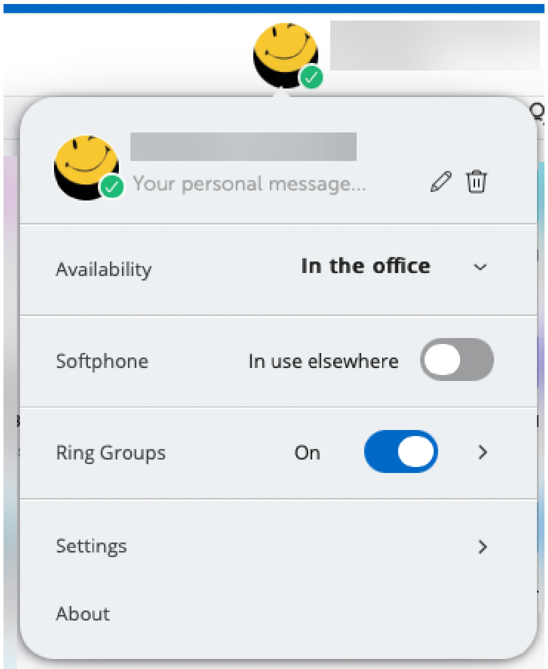
Note:
If two or more devices get connected to the same network for the same user, then the location saved on one device will be displayed as the current location on all the other devices.

3.15.3 Managing your User Profile

The User Profile menu indicates your current Presence and personal message. By using the User Profile menu you can:

- Change your presence status.

- Change your custom personal message.
- Enable or disable your Softphone.
- Enable or disable your Ring Groups.
- Open Ring Groups, Settings, or About menu.
- Select the outgoing number to be displayed for all outgoing calls



Note:
Your presence status is updated based on the latest *presence-change* setting made in the Client. Any setting that was updated most recently (Dynamic Status, Schedules, Calendar Integration, or Locations) takes precedence over the former setting. For example, if you set a new presence status in **Schedules** and then you update that status in your **Calendar Integration** setting, the status from the calendar integration will be set as your new presence status.

Note:
Make sure the administrator has enabled the option to allow the users to Add/Edit the user defined dynamic status.

Note:
You will not be able to delete or edit the administrator defined dynamic status.

To change the Dynamic Status:

1. From the MiCollab Client Header menu, click your avatar to open the User Profile menu.
2. Select the preferred status from the **Availability** drop-down list.

To add a new Dynamic Status:

1. From the MiCollab Client Header menu, click your avatar to open the User Profile menu and then click on **Settings**.
2. Click **Manage Status**.
3. Click the **more** ( ) menu and select **New**.
4. Enter the status name and select the required settings.
5. Click **Done**.

To add/change your personal message:

1. From the MiCollab Client Header menu, click your avatar to open the User Profile menu.
2. Enter a personal message in the **Your personal message** text box.

> **Note**:
> You can also add emojis in the personal message text box. Different platforms display the same emoji specification in different ways or do not display at all.

To change outgoing number

Refer to Device selection for outgoing calls (Call Using) on page 116 > *My Outgoing Number field* section for details on how to change the outgoing number which will be displayed for all the outgoing calls.

3.15.3.1 Dynamic Status schedule

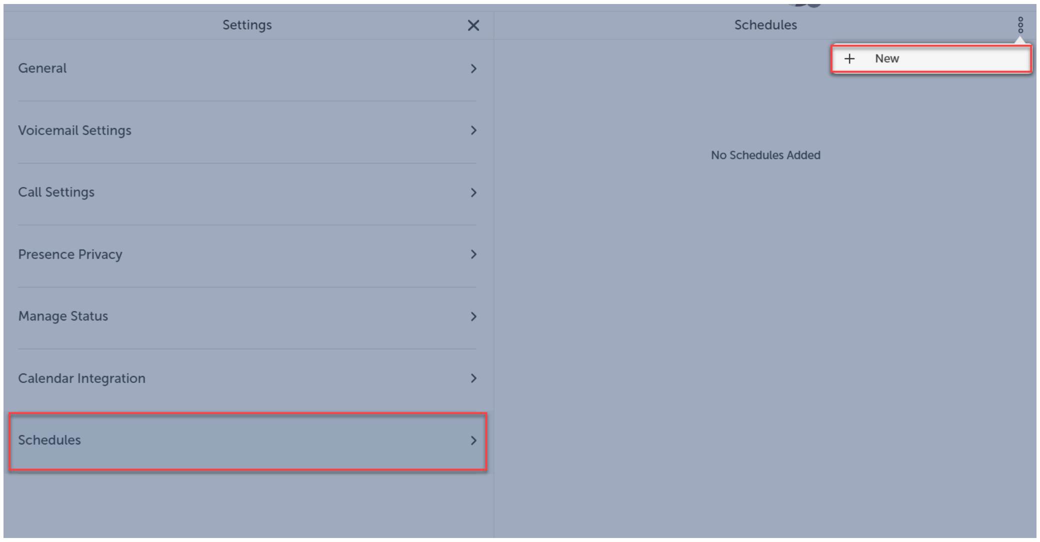
MiCollab Client allows you to manage your schedules and your Dynamic Status is updated accordingly.

To add a schedule:

1. From the MiCollab Client Header menu, click your avatar to open the User Profile menu and then click on **Settings**.

2. Click **Schedules** and proceed as follows:

   a. From the **more**(⋮) menu select **New**.



   b. Select the preferred status from the **Status** drop-down list.
   c. Edit the time for the schedule and select the days for the schedule.
   d. Select **Done**.

To edit a schedule:

1. From the MiCollab Client Header menu, click your avatar to open the User Profile menu and then click on **Settings**.
2. Click **Schedules** and proceed as follows:

   a. Select a schedule.
   b. Edit preferred status, time, and days for the schedule.
   c. Select **Done**.

To delete a schedule:

1. From the MiCollab Client Header menu, click your avatar to open the User Profile menu and then click on **Settings**.
2. Click **Schedules** and proceed as follows:

   a. From the **more** (⋮) menu, select **Delete**.
   b. Select the **X** icon on the schedules to delete.
   c. Select **Done**.
   d. On the **Delete Confirmation** dialog, select **OK**.

3.15.3.2 MiCollab Client presence status indicator

The Presence indicator provides contacts' status and their presence and availability for voice and chat functions. Circles indicate that a contact is available for chat and the phone icons indicate that only contact's voice presence is known (valid for only Legacy chats).

The following table describes each presence status and what each status means.

	Available for chat and calls (valid for Legacy and CloudLink chat). **Note**: With CloudLink, depending on the user's Multi-device User Group (MDUG) device status, they may or may not be available for calls.
	Away or currently locked your system or mobile. Available for chat and calls, but may not answer (valid for Legacy and CloudLink chat).
	* **In a Meeting** Available for chat and calls, but answers may be delayed (valid for Legacy and CloudLink chat).
	On the phone. Available for chat, but answers may be delayed. **Note**: This icon does not appear when searching for the user or if the user is added to the home screen, you need to select the user to see it. The home screen icon
	* *

	Do Not Disturb: The contact is not available. Chats may be sent and received (valid for Legacy and CloudLink chat). Depending on the call manager, the calls are forwarded to voicemail as per the instances below:
	
	• MiVB = DN put into DND and a CFWD profile created/enabled to voicemail (regardless of if the user has voicemail or not)
	• MX-ONE = DN is put into DND, a diversion point needs to be configured for the DN as required
	• MiVoice 400 = DN is put into DND, a diversion point needs to be configured for the DN as required
	• MiVoice 5000 = DN is put into DND
	    • an internal call receives the busy tone even if the subscriber has a voicemail box
	    • an external call is rerouted to the attendant console

	Not available for chat (Client is offline). Available for calls (not valid for CloudLink chat).
	Not available for chats (Client is offline). Phone is busy for calls or the user is in a meeting (not valid for CloudLink chat).
	Offline: Not available for chat or calls (valid for Legacy and CloudLink chat). **Status Unknown**: Presence information is hidden or the user is offline. **Note**: All members of a user’s MDUG must be offline. Setting the presence of an MDUG device to Absent does not make them offline.

* Calendar Integration must be enabled

* * The Do Not Disturb behavior for your MiCollab Client depends on the call manager configured. For more information, see the respective call manager documentation.

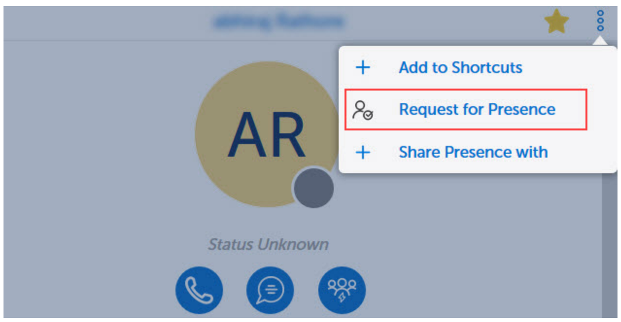
3.15.3.3 Requesting for presence

If a user has turned **Off** the **Show Presence** setting, other users can request the user to view the presence information.

To request for presence:

Right-click on a contact (from contacts, voicemail, call history, chat, home, inbox, or search field) for whom the presence information is to be viewed and select **Request for Presence**.

Also you can open the contact card and select **Request for Presence** from the **more** ( ) menu.

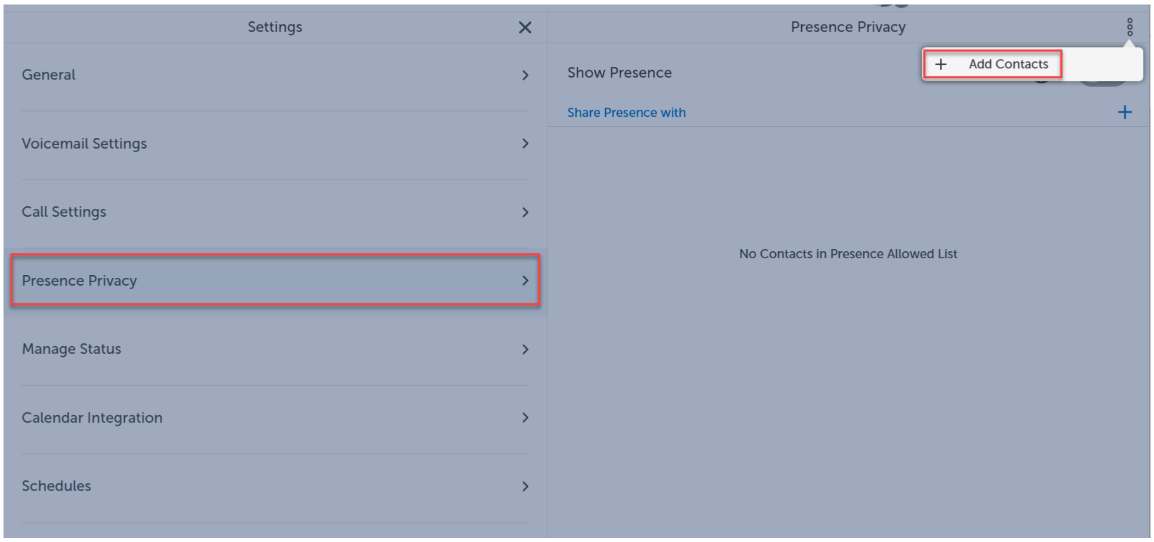


> **Note**:
> Users cannot request for presence information from MiTeam, groups, or group chat.

To add users to presence allowed list:

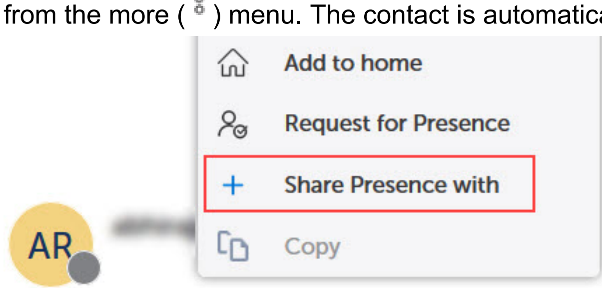
- From the MiCollab Client Header menu:

  1. Click your avatar to open the User Profile menu.
  2. Click on **Settings** > **Presence Privacy**.
  3. Click the **more** (⋮) menu and select **Add Contacts**.



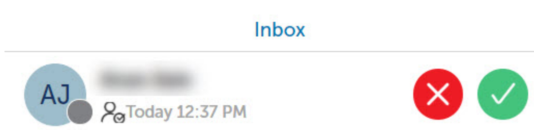
  4. Select the contacts to add and click **Done**.

- Right-click on a contact (from contacts, voicemail, call history, chat, home, inbox, or search field) and select **Share Presence with**. Also you can open the contact card and select **Share Presence with** from the more (⋮) menu. The contact is automatically added to your presence allowed list.



After a contact sends **Request for Presence**, you will get the following notifications to either **Accept** or **Reject**.

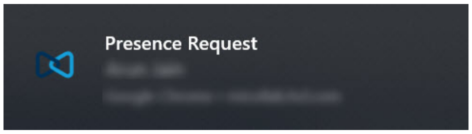
- In the Client's home screen:



Click **Accept** to add the contact to your presence allowed list.

Click **Reject** to reject the view presence request.

- background notification

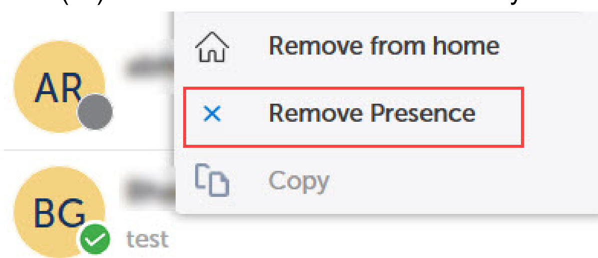


To remove users from the presence allowed list:

- From the MiCollab Client Header menu:

1. Click your avatar to open the User Profile menu.
2. Click on **Settings** > **Presence Privacy**.
3. Click the **more** (⋮) menu and **Delete**.
4. Select the contacts to delete and click **Done**.

- Right-click on a contact (from contacts, voicemail, call history, chat, home, inbox, or search field) and select **Remove Presence**. Also you can open the contact card and select **Remove Presence** from the more (⋮) menu. The contact is automatically removed from your presence allowed list.



3.15.4 Presence state of MiCollab Client

The presence state of MiCollab client refers to its current status or availability to receive or engage in communication. These presence states help other users in the MiCollab environment to gauge the availability of their colleagues and choose the most appropriate method of communication based on their status.

There are four presence states that a user can maintain in MiCollab Client:

- Telephony state
- Instant message state
- Calendar state
- External presence state (presence external to the MiCollab solution)

For more information on the presence states, refer to the *MiCollab Client Administrator Console Web Help*.

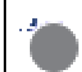
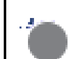
3.15.4.1 MiCollab presence aggregator

With the four presence states of MiCollab, this is how the overall aggregator is computed (which icon to display to the users based on each state).

[1]**Calendar state** : Other = Case 0 : No appointments today; Case 1: Next appointment at {0}; Case 2: In appointment all day or In appointment until {0}; Case 3: In tentative appointment all day or In tentative appointment until {0}; Case 4: Out of the office all day or Out of the office until {0}

[2] **Instant Messaging** : Other = Case 0 : Available; Case 1: Away ; Case 2: Busy ; Case 3: Idle; Case 4: Unknown; Case 5: Offline / Not available

SL. No.	External Presence State	Telephony State	Instant Messaging State	Calendar State	Presence Icon in MiCollab Client Avatar	Description
1	Away					Users will appear as "Away" with a yellow icon if their external presence is set to "Away", regardless of their telephony or IM state.
2	Busy or Default	Do not disturb	NA	NA		If the external presence is Busy or Default (or not set), the user's DND status is shown if the telephony status is DND. The telephony status can be set to DND using dynamic status with the DND toggle, and the MS Teams DND status reflects this, even if the telephony or IM state is unknown/ offline.

SL. No.	External Presence State	Telephony State	Instant Messaging State	Calendar State	Presence Icon in MiCollab Client Avatar	Description
3	Busy		Case 5[2]	Case 4[1]		When a user's external presence is Busy, they will be shown as if their telephony state is Ringing, Offhook, or In a Call. The corresponding red icon will be displayed based on their IM and calendar status, even if their telephony or IM state is unknown or offline.
4			Case 5[2]	Other[1] than case 4		
5			Other [2] than case 5	Case 4[1]		
6			Other [2] than case 5	Other[1] than case 4		
7	Default (as per MiCollab Client behaviour)	Offline	NA	NA		When External presence is set to Default, and the user is not set to Do Not Disturb (DND), this table calculates aggregate presence and displays an icon based on the current behaviour of the MiCollab client.
8		Unknown	NA	NA		
9		Ringing	Case 5[2]	Case 4[1]		
10			Case 5[2]	Other[1] than case 4		
11			Other [2] than case 5	Case 4[1]		
12			Other [2] than case 5	Other[1] than case 4		
13		Off-hook	Case 5[2]	Case 4[1]		

SL. No.	External Presence State	Telephony State	Instant Messaging State	Calendar State	Presence Icon in MiCollab Client Avatar	Description
14			Case 5[2]	Other[1] than case 4		
15			Other [2] than case 5	Case 4[1]		
16			Other [2] than case 5	Other[1] than case 4		
17		In a call	Case 5[2]	Case 4[1]		
18			Case 5[2]	Other[1] than case 4		
19			Other [2] than case 5	Case 4[1]		
20			Other [2] than case 5	Other[1] than case 4		
21		Idle	Case 5[2]	Case 4[1]		
22			Other [2] than case 5	Case 4[1]		
23			Case 5[2]	Other than case 4[1]		
24			Other [2] than case 5	Other than case 4[1]		

SL. No.	External Presence State	Telephony State	Instant Messaging State	Calendar State	Presence Icon in MiCollab Client Avatar	Description
25			Case 5[2]	NA		
26			Case 1[2]			
27			Other[2] than case 1 and case 5.			

3.15.5 Microsoft Teams Integration / Bi-directional Presence

Introduction

The integration of Microsoft Teams presence has now been broadened to facilitate the syncing of a user's Microsoft Teams presence with their MiCollab Client using CloudLink. This is referred to as Bi-directional presence synchronization. Bi-directional presence synchronization can be enabled for both new users as well as for existing users.

Prerequisites

The Bi-directional presence or the Microsoft Teams Integration feature requires:

> **Note**:
> The Bi-directional presence feature is available from MiCollab R9.8 SP1 onwards.

- The MiCollab version should be 9.8 or above.
- The Microsoft Teams Configuration Settings is enabled by the administrator of the MiCollab Client Service Admin portal. For more information, refer to the MiCollab Client Administrator Console
- The *Sync Presence from Microsoft Teams to CloudLink* is synchronized or enabled in the Mitel Administration (formerly known as CloudLink Account Console). For more information, see the Mitel Administration User Guide

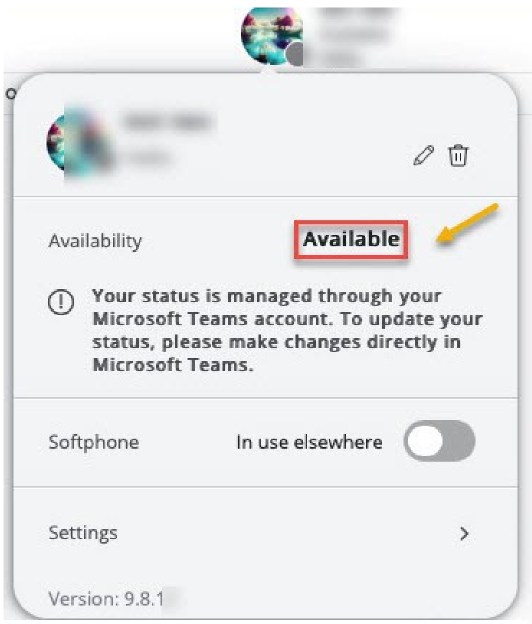
Bi-directional Presence in MiCollab Client

When Bi-directional presence synchronization is enabled for a user either through assignment of the user to Microsoft Teams profile or by checking the Microsoft Teams status in their user profile, the MiCollab client will display only the Microsoft Teams statuses. The dynamic statuses created by MiCollab administrator via the MiCollab user profiles, or statuses created by the user in the MiCollab client will not be displayed or utilized in the MiCollab client as long as Microsoft Teams presence integration remains enabled.

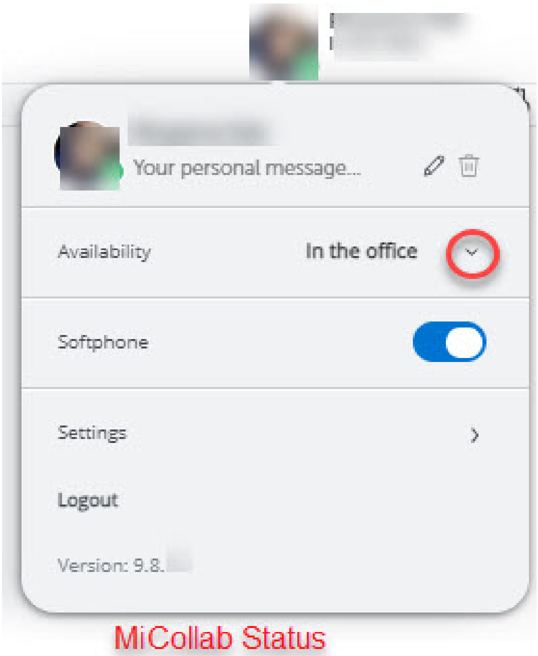
Note:
Bi-directional presence synchronization is supported only on MiVoice Business PBX.

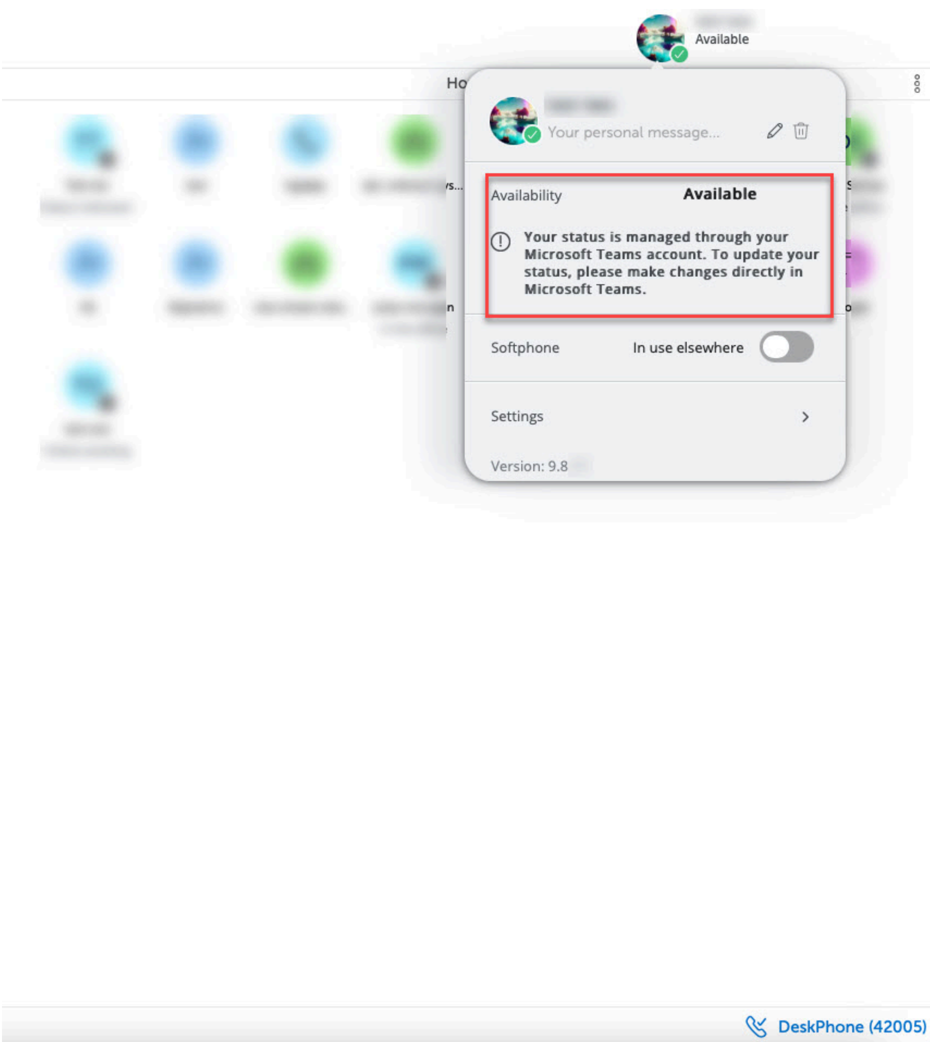
When the Microsoft Teams presence integration feature is activated, you will receive a notification in the MiCollab client informing about the status which will be controlled via Microsoft Teams. When the administrator enables/disables the status/presence integration in assigned custom user profile, you will be notified by a restart message.

When your Microsoft Teams presence is integrated, the dynamic status dropdown in the MiCollab client will be deactivated. The MiCollab's dynamic status will change based on the status change (manual or automatic presence change) in the Microsoft Teams client. See the screenshots below for details:



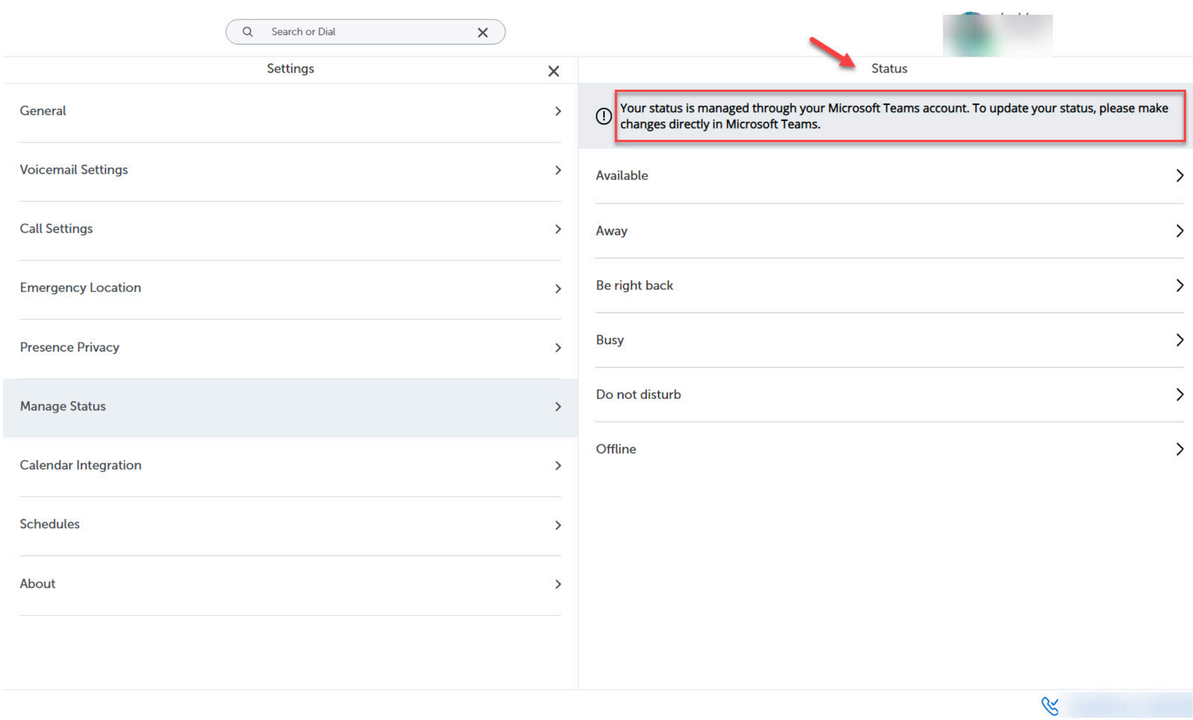
MS Teams Presence Status

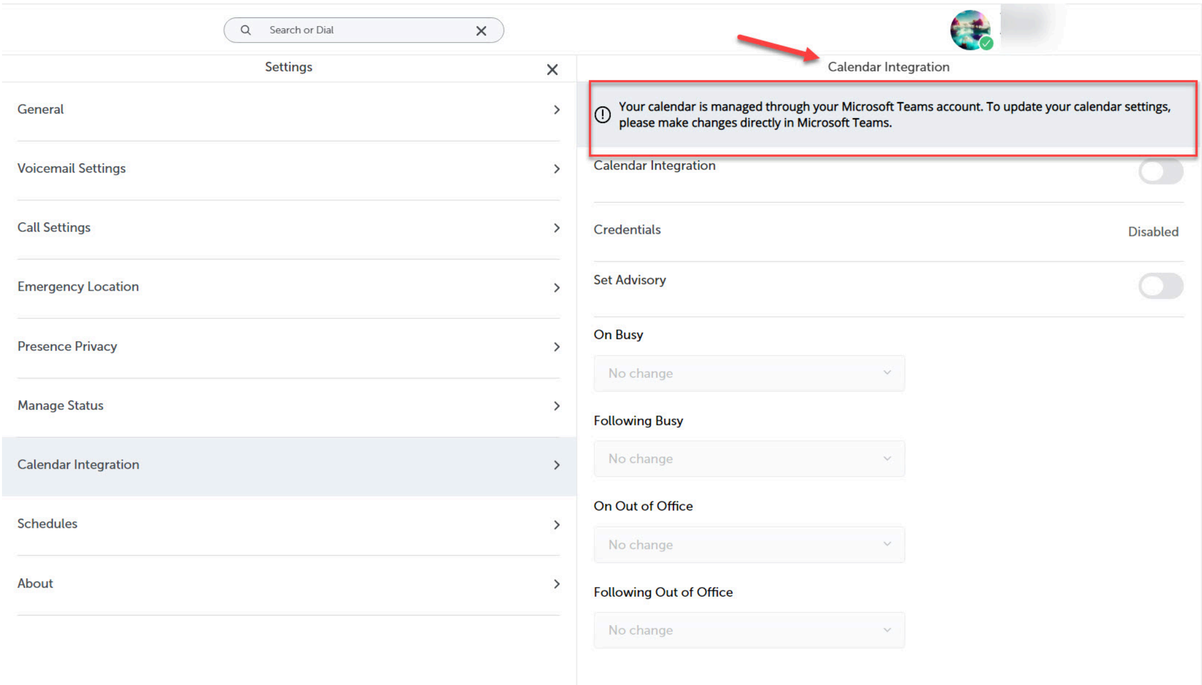

Your personal message...
Availability
In the office
Softphone
Settings
Logout
Version: 9.8.
MiCollab Status

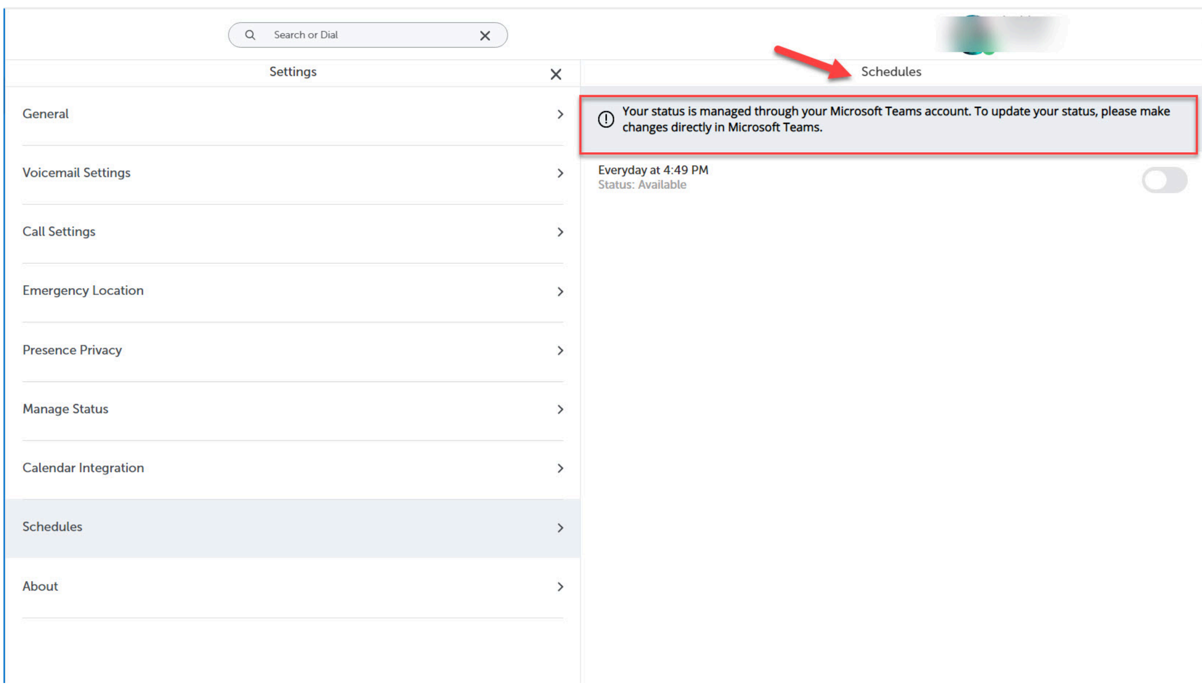

Available
Your personal message...
Availability
Available
Your status is managed through your Microsoft Teams account. To update your status, please make changes directly in Microsoft Teams.
Softphone
In use elsewhere
Settings
Version: 9.8
DeskPhone (42005)

When the presence status is managed by Microsoft Teams, an informative message will be displayed on the MiCollab client, stating that the presence status is now managed by Microsoft Teams account. This message will appear on the **Availability** window, **Manage Status**, **Calendar Integration**, **Chat Options**, and **Schedules** pages of the MiCollab client.

Note:
With the Microsoft Teams presence status enabled, for the Calendar Integration and Schedules, the settings panel remains accessible but with disabled controls.



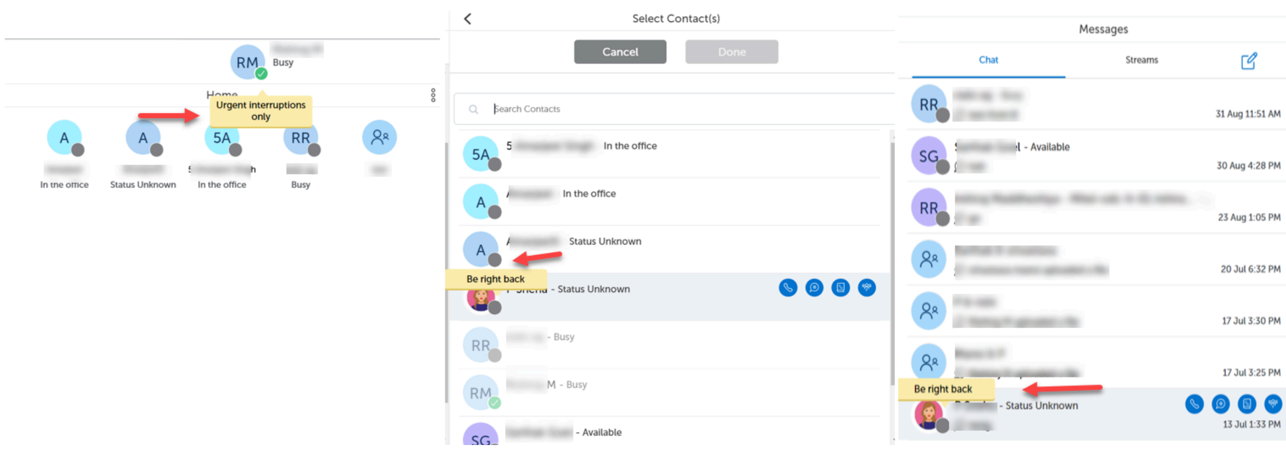




The users who are assigned to a user profile with Microsoft Teams Integration enabled, their availability status will be one of the following Microsoft Teams presence statuses:

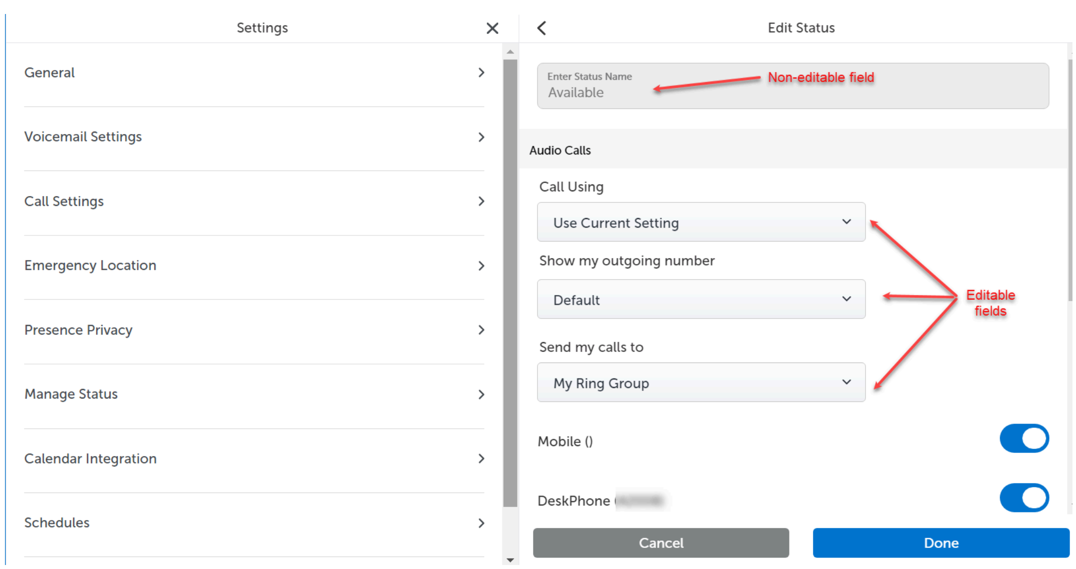
- Available
- Busy
- Do Not Disturb
- Away
- Be Right Back
- Offline

With the synchronization of Microsoft Teams presence with MiCollab's dynamic status, you can simply hover- over another user's avatar presence icon and view the real-time Microsoft Teams activity of that user. This action will display the activity of any user which has Microsoft Teams integration enabled.



You can edit most of the settings of Microsoft Teams dynamic statuses under **Settings > Manage Status** with the exception of the status name and it cannot be edited as it is managed by Microsoft Teams. You cannot add additional dynamic status for the same reason.

Note:
The *Do not disturb* setting is not editable for Microsoft Teams statuses.



When using Microsoft Teams, your presence status reflects your availability and is automatically calculated based on your activity (Available, Away), Microsoft Teams application state (In a call, Presenting), and also the state of the PBX phone(Busy, Do not disturb, etc).

For example:

- The presence state changes to *Away* when you lock your computer or when your computer enters idle or sleep mode. On a mobile device, your presence status changes to *Away* whenever the Microsoft Teams application is running in the background.
- The presence state changes to *Offline* if you have been *Away* for a while or if the Microsoft Teams application is not running on any devices.
- When the presence status is *Do not disturb*, incoming calls are diverted to the your voicemail.

You can manually select a presence status in the Microsoft Teams application as follows:

- If you are in a call or a meeting, then select any status and it lasts for the duration of the call or the meeting.
- You can also select any status that is less available than the automatically calculated status. The order of statuses, from most available to least available, are as follows:
  - Available
  - Busy
  - In a meeting
  - In a call
  - Do not disturb
  - Be right back
  - Away
  - Offline

Note:

- When you manually select a presence status, it will take precedence over any automatically calculated status.
- Presence status change in Microsoft Teams may take a minute or more to reflect in MiCollab.
- Your presence may be out of sync if you are using the MiCollab PC, Web, or Mac client in a background tab. It is recommended to use the PC Client in Telephony-only mode with Microsoft Teams.
- When you have set "automatic replies" in Outlook or your calendar has an event that is set to show as *Out of Office*, your presence status in MiCollab does not align with your status in Microsoft Teams. Others see your presence status as *Out of Office* in Microsoft Teams but as *Away* in MiCollab when they hover over your avatar. This is because Microsoft Teams sends an *Away* status to MiCollab.

Note:

- If you disable the *Do Not Disturb* feature on your PBX phone but have manually chosen the *Do Not Disturb* option in your Microsoft Teams application, your availability status will still appear as *Do Not Disturb*. Consequently, any incoming calls will be sent to voicemail. However, your presence status indicator will indicate that you are *Available*.
- ACD Hotdesk Softphone is not synchronized with Microsoft Teams to indicate the *busy* status when the user makes/receives a call. Hence, your presence status remains *Available* in Microsoft Teams.

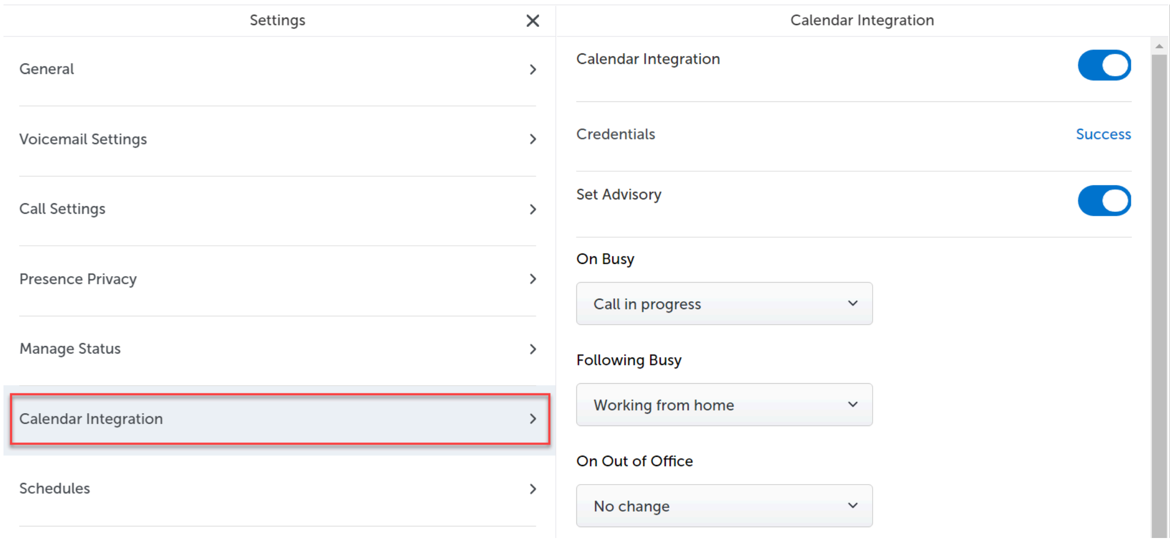
3.15.6 Calendar integration

MiCollab Client provides integration with your Microsoft Exchange calendar if supported by your organization.

To enable the calendar integration:

1. From the MiCollab Client Header menu, click your avatar to open the User Profile menu and then click on **Settings**.

2. Click **Calendar Integration**.



3. Set the **Calendar Integration** toggle to **On**.
4. Click on **Credentials** and enter your primary e-mail address and exchange username.

> **Note**:
> If the calendar is integrated with Microsoft Exchange or Office 365 through an impersonation account, the user is not prompted to enter credentials. The impersonation account will be used to read the calendar information.

5. Click **OK**.

   On successful calendar integration, a **Success** message is displayed.

After successful calendar integration, enable **Set Advisory** to display the advisory message based on your events in the calendar. The following advisory messages are displayed:

- **No appointments today**: If there are no calendar events.
- **Next appt at < time>**: Your next appointment time in your calendar is displayed.
- **In appt until <time>**: Your current appointment ending time is displayed.

Based on your calendar appointments (**On Busy**, **Following Busy**, **On Out of Office**, or **Following Out of Office**), you can automatically set your preferred dynamic status. For example, from the **On Busy** drop-down menu, select **In a Meeting** status. This automatically updates your dynamic status to **In a Meeting** when you are in an appointment.

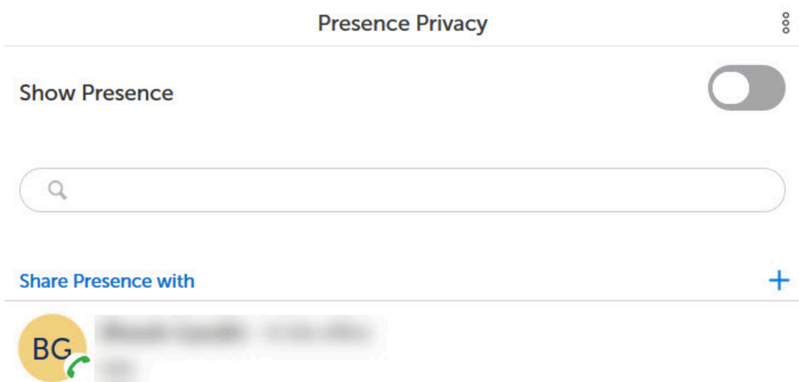
3.15.7 Presence privacy settings

You can control your presence information (dynamic status, chat status, telephony status, video availability, and calendar advisory) to be displayed to other users or not.

> **Note**:
> **Presence Privacy** setting is available only if your administrator has enabled the **Presence Privacy Service** in MiCollab Server Manager.

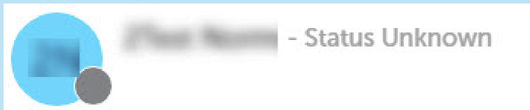
To control your Presence Privacy settings

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click **Presence Privacy**.



3. To change your presence settings:
   - Enable the **Show Presence** setting to reset your presence allowed list. This will reset the presence privacy information, and your presence will be displayed to all the users under the enterprise.
   - Disable the **Show Presence** setting to add users to your presence allowed list. You will be given the option to add users to your presence-allowed list.
     - To add contacts to your presence allowed list, click the **more** ( ) menu and select **Add Contacts**. Search the contact, select, and click **Done**. This will allow only the users in the presence allowed list to see your presence information.
     - To delete contacts from your presence allowed list, click the **more** ( ) menu and select **Delete**. Select the contacts to delete and then click **Done**.

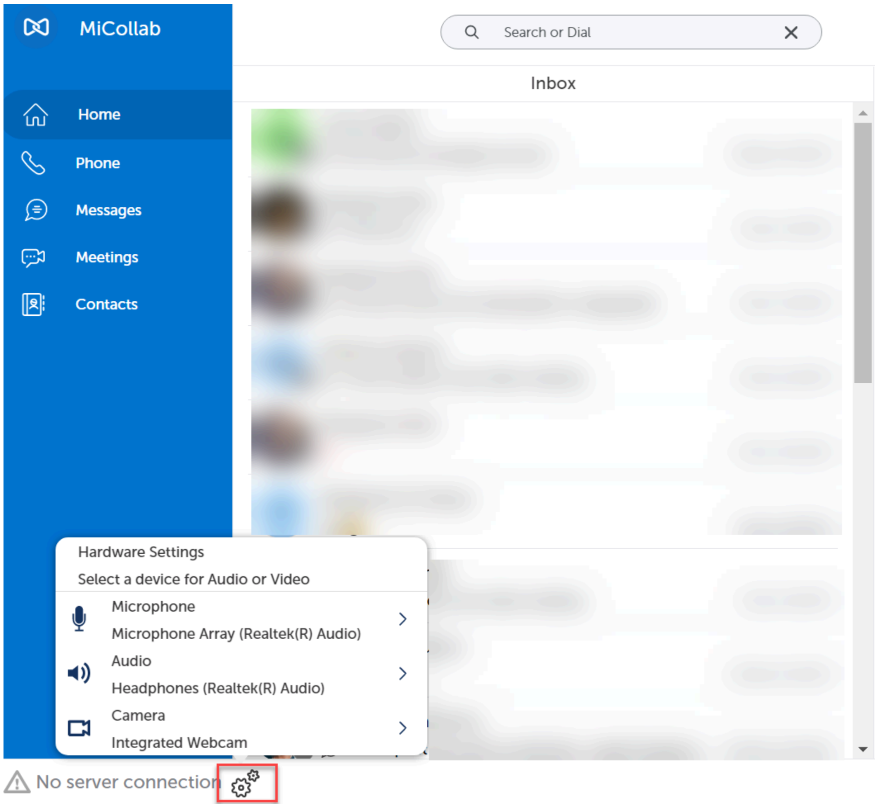
Note:
MiCollab Client presence status indicator of a user with **Show Presence** setting **Off** will display **Status Unknown** with a grey circle (presence indicator) for other contacts except the presence allowed list. Contacts who are not part of presence allowed list can still initiate a call or chat with that user.



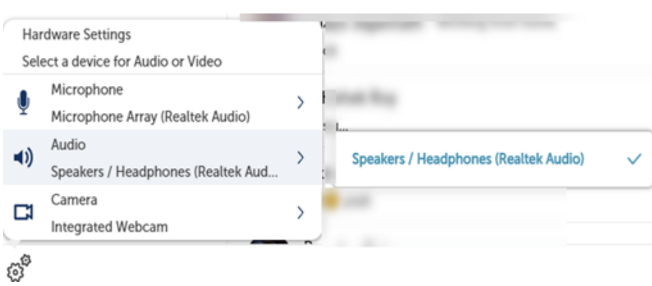
Note:
Make sure there is a 10-second interval before enabling or disabling the **Show Presence** setting.

3.15.8 Hardware settings

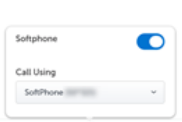
Using MiCollab Client you can change the hardware selection settings such as the microphone, audio device, and video camera for softphone calls from the Hardware Settings which is the cogwheel icon ( ) located at the bottom left of the client.



As a user, when you select the audio devices (speaker or microphone) during or before Softphone calls or even during an idle mode of the client, the device preferences are set and remain selected and persist unless changed by the user. Other instances where the device selection remains the same are after a system restart or upgrade or even in the case of self-deployment.



Note:
The user can change the audio and video device preferences only when the softphone is enabled and available in the client. Check the Softphone settings topic for more details.



Some of the instances, where the selected audio devices switch back to the default system audio are:

- When the selected device is not available after a restart, the settings switch back to the default system audio.
- When an audio device is not selected by the user, then the default system audio device is used.
- In case of factory reset, the audio device goes back to the default system audio device.
- If the selected device is unplugged, then the client switches back to the default system audio.

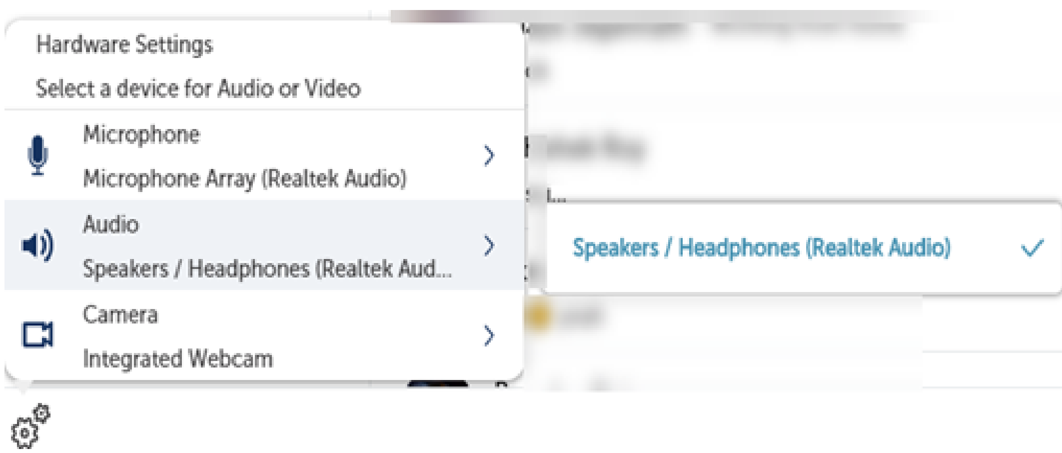
If the selected device is plugged in, the client switches back to the preferred device in real-time.The ring-back tone for outgoing calls will come from the user's selected device. [Exceptional case - If the audio devices are available on the PC, but the devices do not fall in the default or communication categories, then the client will select the first audio device from the Windows audio device list.]

To change your hardware settings:

1. Open MiCollab Client.
2. Click the Cogwheel icon

   at the lower-left corner of the client.
3. From the devices list, hover over the device to be changed and select the preferred device to use for softphone calls.



3.15.9 Softphone settings

If your system administrator provisioned a softphone for you, you can activate your softphone. To activate your softphone:

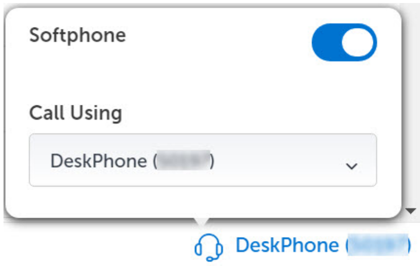
To enable Softphone, perform any one of the following steps:

- From your avatar:

  1. Click on your avatar to open the User Profile menu.
  2. Under **Softphone**, click the toggle button to **On** to enable the softphone.

- From lower right corner of the Client:

1. Click or icon
2. Under **Softphone**, click the toggle button to **On** to enable the softphone.



Note:
The toggle registers the configured softphone with the Call Manager.

Note:
If the client is in offline mode and the user has previously disabled the softphone, they can manually re-enable it. However, if the softphone was disabled due to registration being claimed on another device, the softphone toggle will remain inactive, displaying an error message. This prevents having multiple active softphones on the same Directory Number (MiVB only).

Note:
If you have multiple playback devices connected to your PC, make sure that the preferred audio device is selected as the default playback device in your PC's system settings. To select the default speaker, right-click the speaker icon on the PC's taskbar and select Playback Devices. Select the preferred device and click **OK**.

3.15.10 Audio routing

MiCollab for PC Client supports audio routing options (voice calls and voicemail messages) to seamlessly collaborate with other people.

Audio routing of voice calls

The softphone voice calls will always be routed by the MiCollab client through the selected device which the user selects under the hardware setting. If no devices are selected under the Hardware settings, then the audio calls will route through the default communication device, for example, a connected headset. If the default communication device is not available, then the default audio device will be used for voice. For example, the built-in computer speaker.

Note:
The playback device type can be changed under Windows, **Sounds** > **Playback device** settings

You can choose whether the ringtone of an incoming call should be played through **Default Device**, **Default Communication Device**, or **All Devices**.

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **Call Settings** > **Playback Ringtone/Ringback**.
3. Set the Recording device as **Default Communication Device** in the Windows sound settings, to the required recording device.

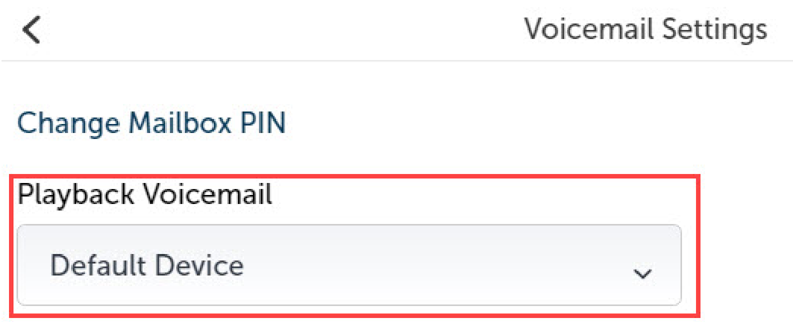
Note:
If the headset or Bluetooth speakerphone is selected as the default communication device for in-call and playback ringtone, all the audio is routed to the selected device. If the device is unplugged from the computer, all the audio is routed to the selected default device.

Audio routing of voicemail

You can change the playback voicemail device type to specify the selected device.

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.

2. Click on **Voicemail Settings** > **Playback Voicemail**.

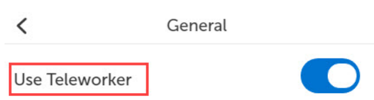


3. Select the required device type from the drop-down list.

3.15.11 Using Teleworker

Mitel Teleworker service enables you to work remotely with full access to voicemail, conferencing, and other features of the office phone system. The service is a secure solution which turns any Mitel IP phone or softphone into a teleworker set. To activate the teleworker setting:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **General**.
3. Enable the **Use Teleworker** setting.



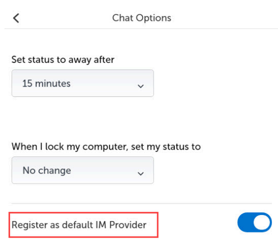
Note:
Disable the Use Teleworker setting while connected to a VPN.

3.15.12 Setting MiCollab Client as the default IM provider for Outlook

MiCollab for PC Client provides integration with Microsoft Office. To register MiCollab Client as the default IM provider for Outlook:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **General** > **Chat Options**.

3. Turn **On** the toggle **Register as default IM Provider** to display contacts' presence on their Outlook avatar.

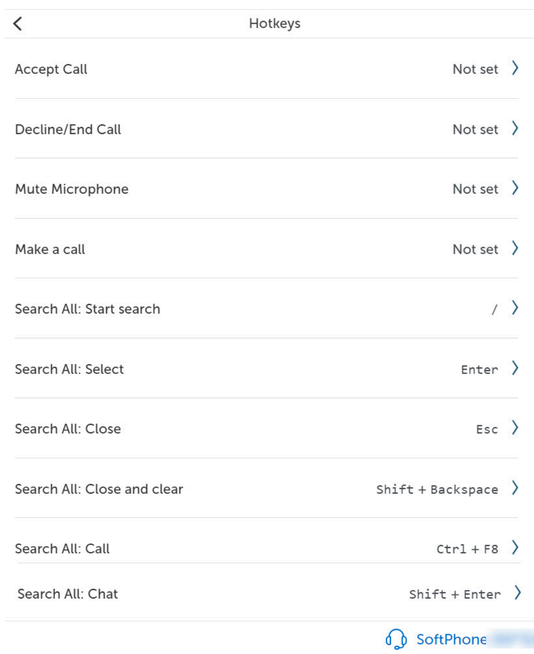


4. Select the IM or Chat function in your Outlook to take you directly to a contact's chat thread in the MiCollab Client.

3.15.13 Managing hotkeys

MiCollab Client enables you to use a combination of keystrokes for direct access to a particular function. To see the available hotkey functions perform the following:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **General** > **Manage Hotkeys**.



3. Select the task which you want to record a hotkey.
4. In **Record Hotkey** dialog window, click **Record Hotkey**.
5. Input the key combination and click on **Save**.

Note:
To reset to the default key combination, click **Reset to default** and click **Save**.

Note:
Make a call hotkey function is not available in MiCollab Mac Client and MiCollab Web Client.

Hotkey description

Hotkey	Description
Accept Call	Answers the incoming call
Decline/End Call	Declines the incoming call Ends an active call
Mute Microphone	Mutes the microphone
Make a call	Places a call
Search All: Start search	Puts the cursor into the search field
Search All: Select	Opens the contact details of a selected search result
Search All: Close	Closes the search results
Search All: Close and clear	Closes the search results and deletes the input in the search field
Search All: Call	Starts a call to a selected entry from search result list
Search All: Chat	Starts a chat to a selected entry from search result list

3.15.14 Managing notifications

MiCollab Client shows taskbar notifications and alerts in the following instances:

- Notify new chat message
- Notify on incoming call
- Notify on missed call
- Notify new voicemail
- Notify new fax
- Notify on presence request
- Notify on Emergency Location Event

To enable the notifications on MiCollab Client:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **General** > **Notifications**.
3. Under **Notifications**, turn **On** the required notification settings.

3.15.15 Setting custom ringtones

You can customize ringtone for your incoming MiCollab Client notifications by using the custom audio files.

Note:
Ensure you are familiar with the audio file formats and advanced configuration before customizing the ringtones.

1. Navigate to your system application data folder:

```
%APPDATA%\Mitel Networks Corporation\MiCollab\
```

2. Create a folder and rename it to **custom**.
3. Choose an audio file in *.wav* or *.mp3* file format and rename it to *ringtone.wav* or *ringtone.mp3*.
4. Copy this audio file to the below folder path:

```
%APPDATA%\Mitel Networks Corporation\MiCollab\custom
```

If you experience low ringtone volume for MiCollab notifications, use an audio file with higher volume or remove audio ducking in the Client.

Note:
By default, the operating system reduces the intensity of an audio stream when a communication stream, such as a phone call or a message is received on the communication device through the computer. This behavior is known as audio ducking.

To remove audio ducking:

1. Quit MiCollab Client.
2. Open the Command Prompt and navigate to the below folder path:

```
C:\Programm Files (x86)\Mitel\Micollab
```

3. Enter the below command to start the client and turning off audio ducking.

```
MiCollab.exe --audioducking=off
```

> **Note**:
> Audio ducking can be enabled using the command `MiCollab.exe --audioducking=on`

The audio ducking setting is persistent and must be executed only once per user.

3.15.16 Group Call Pickup

With the Group Call Pickup functionality, a user can answer incoming calls directed to any group member through a call pickup notification in the MiCollab Client. The **Call Pickup** setting in the MiCollab Client allows users to enable or disable the Group Call Pickup feature at the client level. When a call is made to a member of a pickup group, all other group members receive a notification to pick up the call. This notification is sent according to the **Notification Delay Time** set in their individual MiCollab Clients.

> **Note**:
> The Group Call Pickup feature is applicable to only PC, Web, and Mac Clients.

> **Note**:
> For the Group Call Pickup feature to work effectively with softphones, MX-ONE version 7.5 SP1 or higher is required.

> **Note**:
> The **Call Pickup** settings will be visible to every MX-One and MiV5000 user irrespective of whether the user is a part of pickup group or not.

Note:

In cases where there are multiple notifications at the same time, MiCollab will only display the first notification on the client.

The mandatory set-up in MiVoice 5000 includes the following::

- Both the called and supervising subscribers must be part of the same intercom groupubscribers (called and supervised) must be in the same intercom group
- Monitoring keys must be programmed on the subscription to receive the notification

To refer to these configurations in detail, see the MiVoice 5000 documents: https://www.mitel.com/document-center/business-phone-systems/mivoice-5000

The mandatory set-up in MX-One includes the following:

- Users must be part of the same Pickup group on the MX-ONE PBX.
- For Deskphone users, PGM keys need to be configured for call pickup. However, PGM keys are not required to enable this feature for softphones.

  To refer to these configurations in detail, see the MX-One document: MiVoice MX-ONE Group Call Pickup - Operational Directions

An example on how the pickup groups feature works (valid for MX-One and MiVoice 5000):

1. There are three extensions 6000, 6001, and 6002 are in a pickup group.
2. Extension 7000 makes calls extension 6002.
3. Extensions 6000 and 6001 receive a pickup call notification (based on the delay timer setting), allowing any of the three extensions to retrieve the call. Extension 6002 will only receive the incoming call notification from extension 7000.

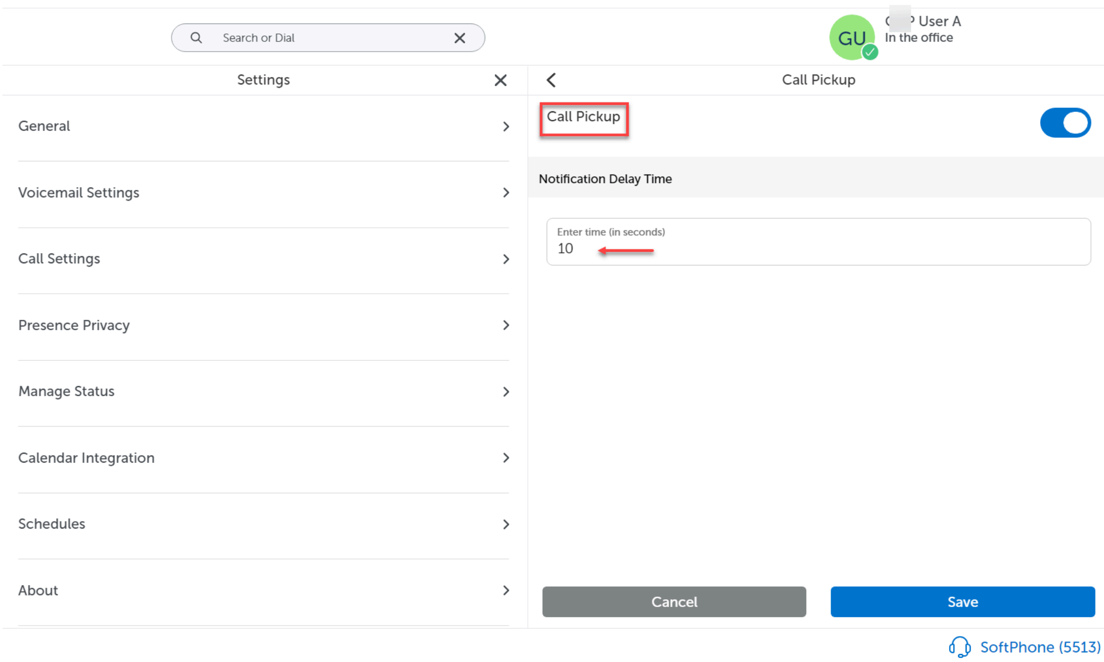
The **Notification Delay Time** is a configured timer value that determines the delay (in seconds) after which a user logged into MiCollab Client will receive the pickup call notification, once the incoming call is received by any group member. The default value for this field is set to 10 seconds. This setting is configured in the MiCollab Client.

The **Notification Visible Time**, is the duration for which the client displays the Group Call Pickup notification on the screen. The default value for this field is 20 seconds for MiVoice 5000. This setting is configured in the PBX.

Note:
The upper limit to set notification delay time is 300 seconds, for both MX-One and MiVoice 5000.

To enable pickup call settings

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **General** > **Call Pickup**.
3. Under **Call Pickup**, toggle the switch to ON/OFF to enable or disable this setting.



Note:
The default value on the Call Pickup settings is always set to Enabled.

Note:
If the user turns the call pickup toggle setting OFF, they won't receive any group call notifications, regardless of whether the app is in the foreground or background.

Whether the user enables or disables the **Call Pickup** setting, it will sync across all devices the user is logged into or might use.

4. Click **Save** to enable the changes made.

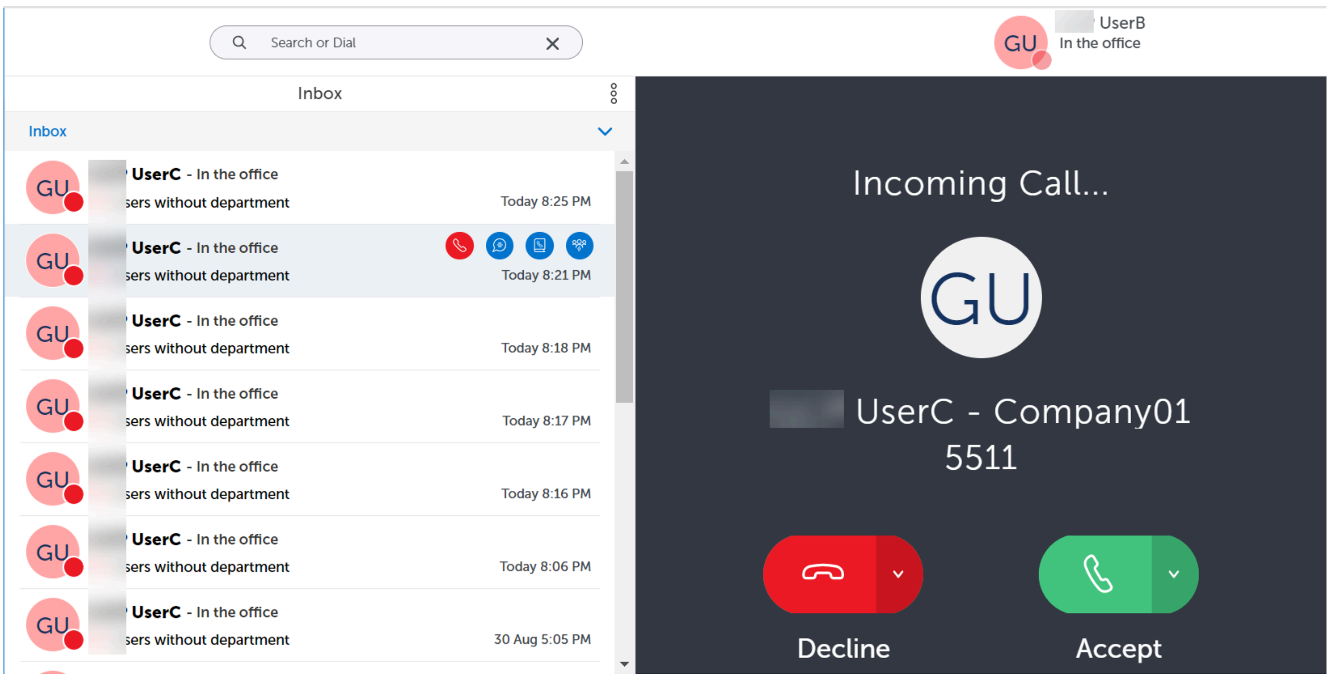
Call pickup notification

When the MiCollab Client application is running in the background and the call pickup notifications are enabled, the following will be observed:

- MiCollab icon in the taskbar will start blinking for Windows 10.
- The bouncing dock bar icon starts bouncing for MAC OS.
- The user will receive a background notification for pickup call with caller or/ and called party information depending on the rules/information which MiCollab client will receive from the PBX.

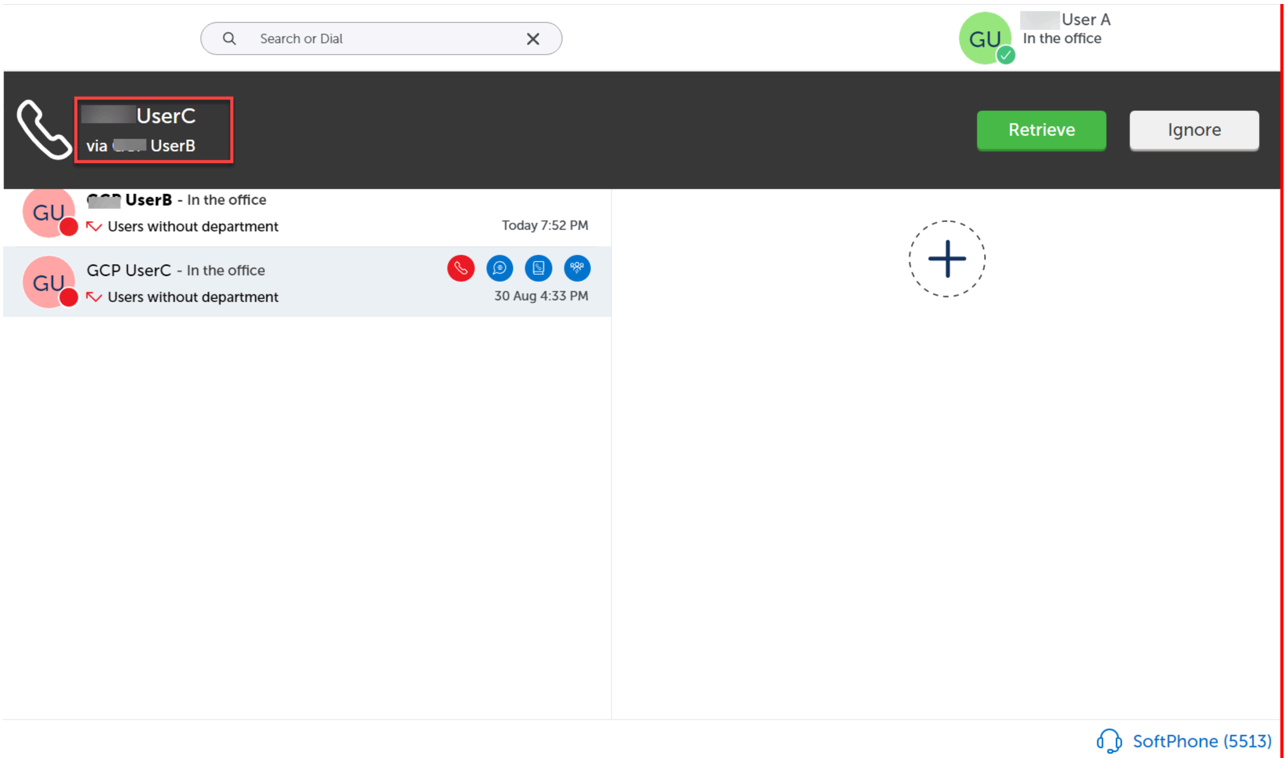
When the MiCollab Client application is running in the foreground and a group call is initiated, the following types of notifications are received:

The callee receives the call as an incoming call notification on the client.



The group members receive a pickup call notification, a UI notification banner on the top of the MiCollab client with the information of the callee and the caller is displayed after the configured delay time. The group members can choose any of the following options:

- **Retrieve** - The user can answer the group pickup call.
- **Ignore** - The user can click this button to dismiss the notification banner. It will have no impact on the calls in the pickup group.



Limitations

- The Group Call Pickup feature is not supported in Mobile clients, that is in Android and iOS devices.
- If the MiCollab Client is launched after the call pickup notification event is triggered, the client will not receive any call pickup notification.

Background notification settings

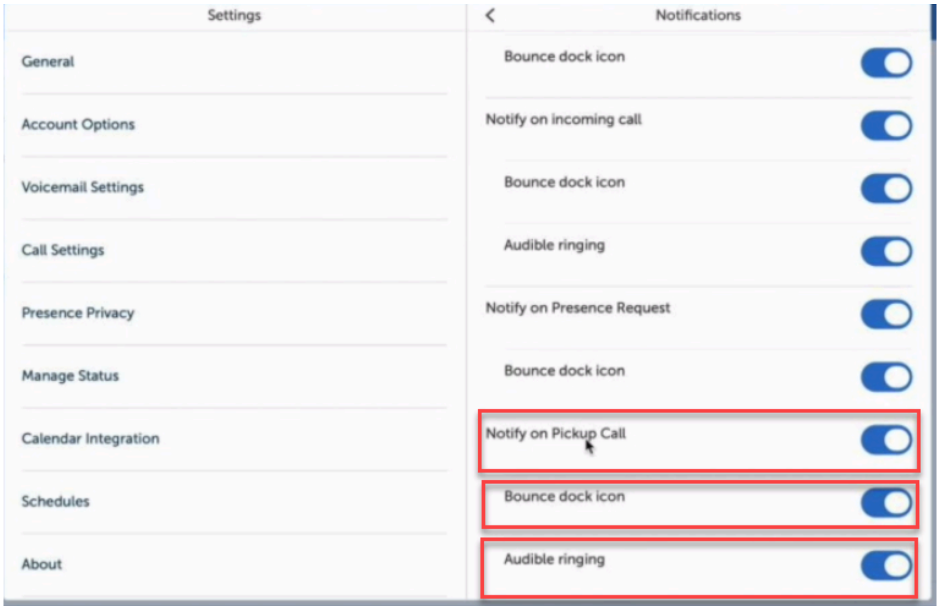
The background notification settings enable a user to set the notification alert when a call is presented under Group Call Pickup feature.

To enable the background notification settings:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **General** > **Notifications**.

3. Under notifications, the user can configure the following settings for a pickup call:

- Notify on Pickup Call
- Bounce Dock Icon (Mac OS) / Flash Taskbar (Windows OS)
- Audible ringing



Note:
The user can choose to enable or disable the ringtone of the Group Call Pickup, by toggling the **Audible ringing** switch.

Note:
The settings under background notification are local to the client and are not synced across all devices for the user.

Call Pickup Scenarios

Note:
These scenarios are applicable only for desktop clients (PC, Mac, and Web).

Some of the group call pickup scenarios are listed in the table below.

Scenario (User A and B are in a pickup group)	Actions	Result
1 : User C is the caller	User C calls user B	• User B receives the incoming call screen • User A sees a group call notification banner at the top, displaying both the callee (B) and caller's (C) names
	User A answers the call received from user C	• User A's call history shows the call from user C (caller). • User B stops receiving the incoming call since user A answers the call. The call history of user B shows a missed call from user C.
2: User C is the caller	User C calls user B	• User B receives the incoming call screen • User A sees a group call notification banner at the top, displaying both the callee (B) and caller's (C) names
	• A ignores the call • B accepts the call	• The call notification disappears from User A's screen. No call history is recorded for ignored calls. • The call continues to ring for User B. • User B's call history shows the call between C and B.

Scenario (User A and B are in a pickup group)	Actions	Result
3: User C is the caller	User C calls user B	• User A sees a group call notification banner at the top, displaying both the callee (B) and caller's (C) names • User B receives the incoming call screen
	Neither user A nor user B receives the call.	• The call notification banner on the MiCollab client for user A remains on the screen for the specified duration. • User B's call history shows a missed call from C.

Note:
When one user from the pickup group answers the call, the notification disappears automatically for others.

3.15.17 Remote Extension

Note:
This feature is only applicable to users on MiVoice MX-One communication platform.

A Remote Extension allows you to connect an external telephone number, such as your cell phone number or home phone number to your office and have it operate as if it was a local extension in your office. Using the Remote Extension feature, the user can now configure a remote extension number through a MiCollab Client.

Note:

This option was previously configured only by the administrator or in the communication platform, but now this can also be performed by users.

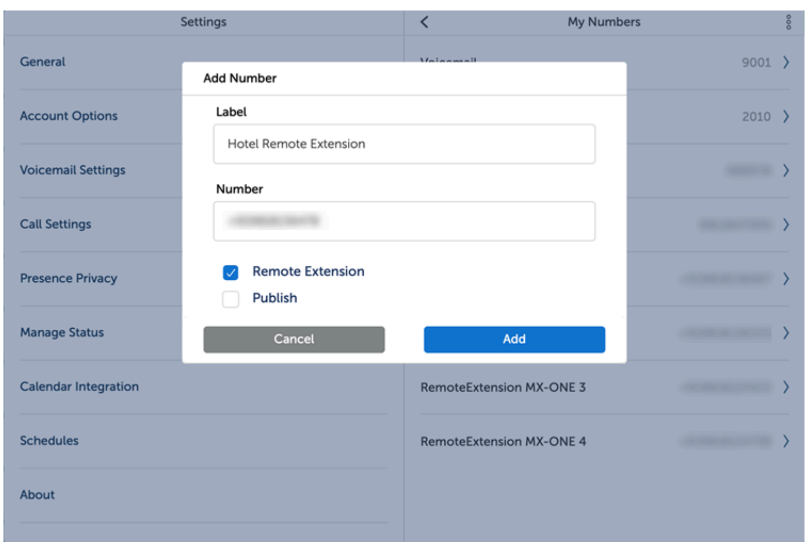
Note:

A user can only delete the Remote Extension numbers from the client which are created by them.

To add remote extension numbers:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **General** > **My Numbers**.
3. Click the more (⋮) menu and select **New**.

   The Add Number pop-up window opens.



4. In **Add Number** pop-up window, add a **Label** and the **Number**, and select the checkbox for Remote Extension.

   Selecting the checkbox makes the added number a remote extension number.
5. Click **Add**.

   The added number gets displayed under My Numbers.

Note:

The Remote Extension checkbox and Number Field will be disabled if any of the conditions mentioned below is met. An " **i**" icon would be displayed next to the Remote Extension checkbox, which will display the following information.

Checkbox will be disabled if the number is:

- *Configured in any dynamic status*
- *Configured by the administrator or in the communication platform*
- *Active remote extension*

Note:
Remote Extension numbers configured by your administrator or in the communication platform will also be displayed under **My Numbers**.

Note:
The remote numbers created by your administrator or in the communication platform will be prefixed with a default text that the user can update.

Note:
User-defined remote extension numbers must be in the format " **destination code** followed by **the number**".

For example, the remote extension defined is *09818xxxxxx*.

- *0* is the destination code
- *9818xxxxxx* is the number

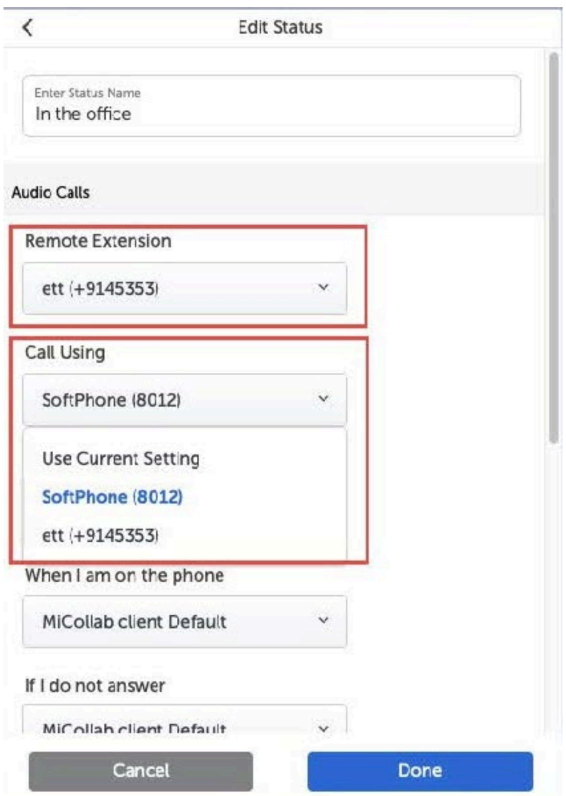
To set active remote extension:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click **Manage Status**.
3. Under **Manage Status**, select the preferred status.
4. From the **Remote Extension** drop-down list, select the preferred remote extension number.

Note:
A user can select only one Remote Extension number at a time.

The **Call Using** and **Send my calls to** dropdown (for outgoing and incoming calls) are automatically updated to display the remote extension number.

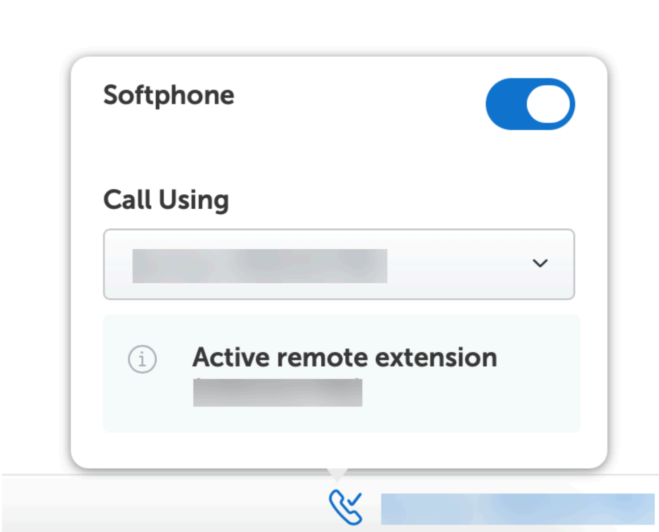
Note:
Remote extension number for outgoing andincoming calls can be manually set using the **Call Using** or **Send my calls to** numbers (under **Manage Status** > **Edit Status**).



5. Click **Done.**
6. Set this dynamic status as the active status (from clicking on avatar on Client's top-right corner **Availability** drop-down).

Note:
A user can add a remote extension by themselves only when an admin provisioned remote extension is present. If there is no admin provisioned remote extension, the user will not be able to add any number as a remote extension.

After setting an Active remote extension number, the same number will be displayed within the **Place Call With** prompt menu when a user tries to make a call and under the **Call Using** menu in the client footer.



FMC Call Through modifications using remote extension:

FMC Call Through modifications using a remote extension will be achieved via the following steps:

1. In the Edit Number page, a **Call Through** checkbox is displayed. Check the **Call Through** box to configure FMC call through.
2. For the FMC call through to work, same remote extension number needs to be configured in the current dynamic status whose FMC checkbox is enabled in under **My Numbers**.

3.15.18 MiCollab SMS feature

This section offers a comprehensive explanation on how to create SMS/text groups using the MiCollab Client. Refer to the *MiCollab Solution Guide - Enabling the SMS feature*, for detailed information on prerequisites, enablement of the feature, general SMS rules, and troubleshooting the SMS feature.

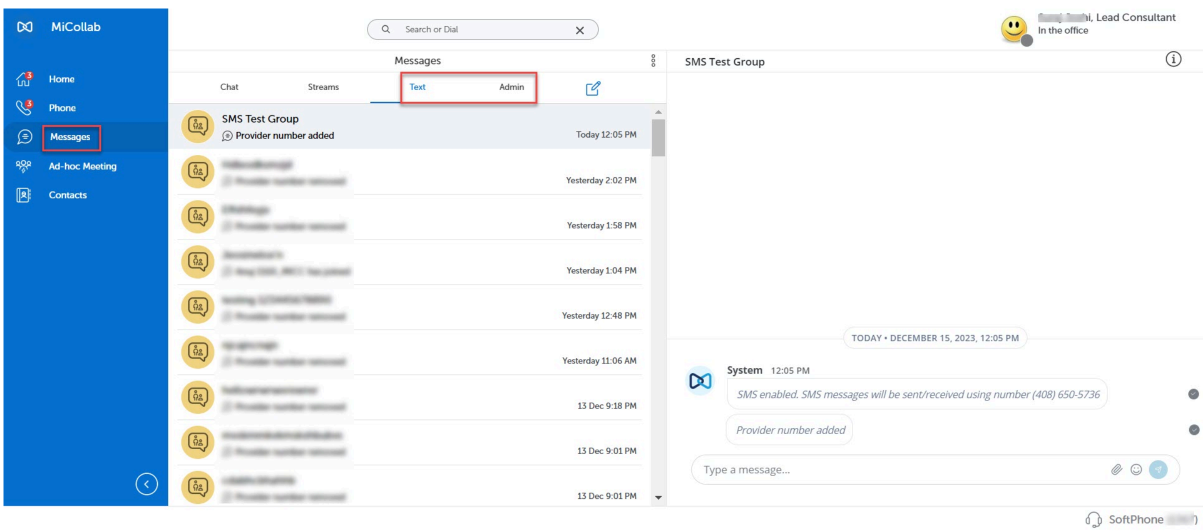
3.15.18.1 MiCollab Text/SMS messaging

In Release 10.0, the MiCollab SMS feature brings in two new tabs to the Messages menu: the **Text** tab and an additional **Admin** tab. The **Admin** tab is exclusively accessible to users with administrator privileges. The administrator privileges are set from the Mitel Administrator console. For details on how administrative privileges are set, refer to Enabling the Twilio account and SMS enablement from the Mitel Administration.

This feature allows MiCollab users to have the ability to send and receive text messages through a partner provider number; Twilio is the SMS service provider for this feature. The outbound and inbound messages can only be texts, media or both. The supported media formats are restricted to PDFs and image files as attachments.

> **Note**:
> The PDF and images should not exceed more than 5 MB, a restriction imposed by Twilio. Wireless carriers may impose possible tighter limitations on attachments.

> **Note**:
> When peered servers are integrated with the same CloudLink Channel partner account, the names of peered server users will be shown in the Chat component, Info page, and on the Edit page for Streams, Text streams, and Admin streams. Otherwise, it will display as an unknown user.



3.15.18.1.1 End-user view

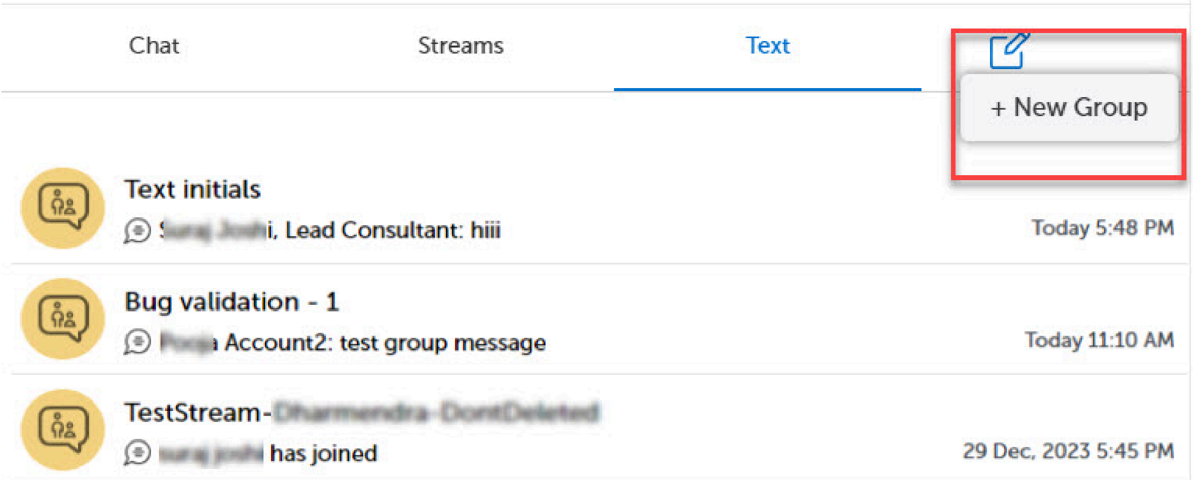
A MiCollab end-user sees the **Text** tab introduced in MiCollab Client 10.0 under the **Messages** menu, alongside the **Chat** and **Streams** tab. The **Text** tab will list all the groups in which an end-user is a part of. When you hover over the text groups, only the message icon is displayed, and when you right-click on the text groups, the context menu is displayed with the following menu options of **Text, Leave, Edit, Add to Home**. Clicking the **More** icon ( ) on the top-right displays the **Leave** option.

To create a text group as an end-user

1. From the left navigation menu of the MiCollab Client, select **Messages > Text** tab.

2. Click on the *Edit/ Compose (*) icon next to the **Text** tab to show the **+ New Group** option. Click on this option to create a new SMS or Text group.

   The **New Group** page opens on the right window.

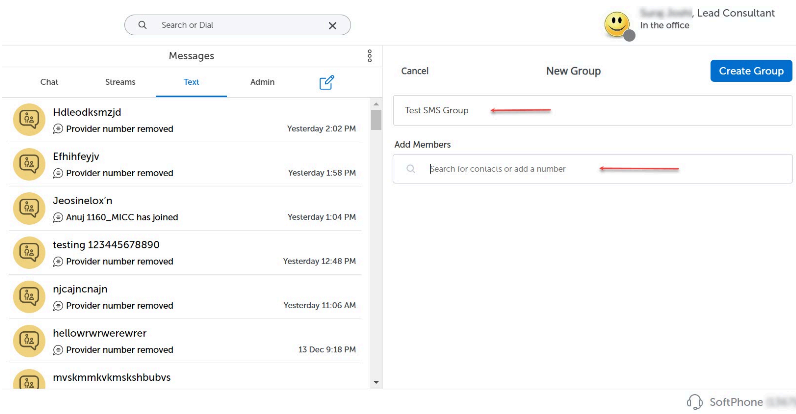


3. Add a group name in the **Group Name** field.
4. Next, in the **Add Members** field, search for contact names or phone numbers to add the participants to the group. If the contact or phone number is already in the system, the user sees the contact in the list below the input box, which the user can select. If a contact is not already present in the system, input the entire number in the field. The type of contacts that can be added here are:

   - ***MiCollab Corporate contacts***
   - ***External contacts (includes personal, external, CloudLink guest contacts as well)*** - Contacts external of the AD

     For both MiCollab Corporate contacts and External contacts (includes personal, external, CloudLink guests), start by typing the contact number or alphabet, and all the searched contacts that have valid phone numbers will be displayed in the search list from which the user can select the contacts to be added.

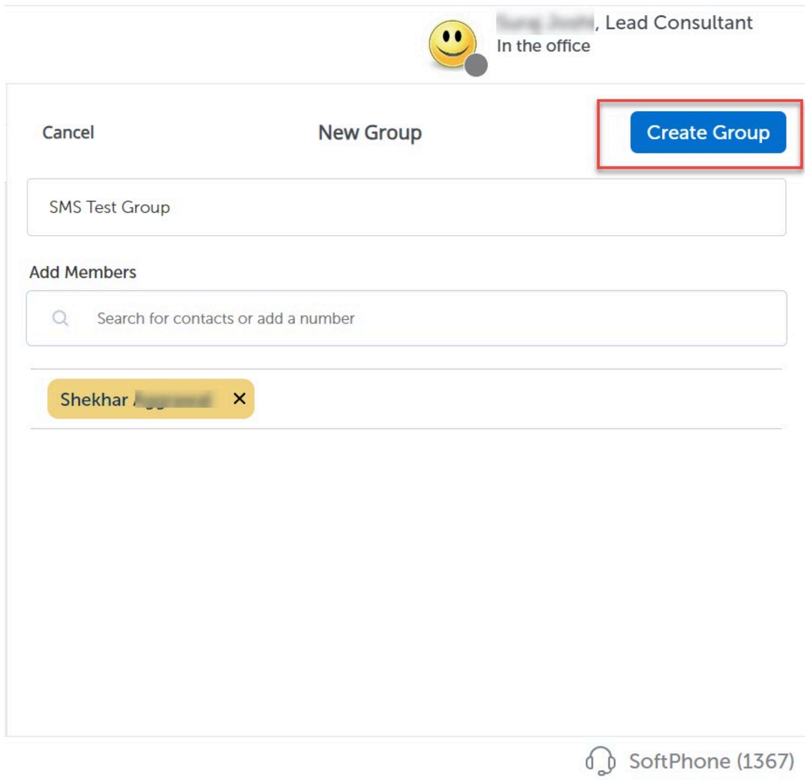
Click the **+** icon or the Enter key to add the number; if the contact number is invalid as per the locale, an error message is displayed, stating *Enter a valid number* . If the number is a valid number, it gets added as a participant and is displayed in the selected list.



Note:
Emergency numbers (for example, 911) are not supported and cannot be added as participants to the SMS or text group creation.

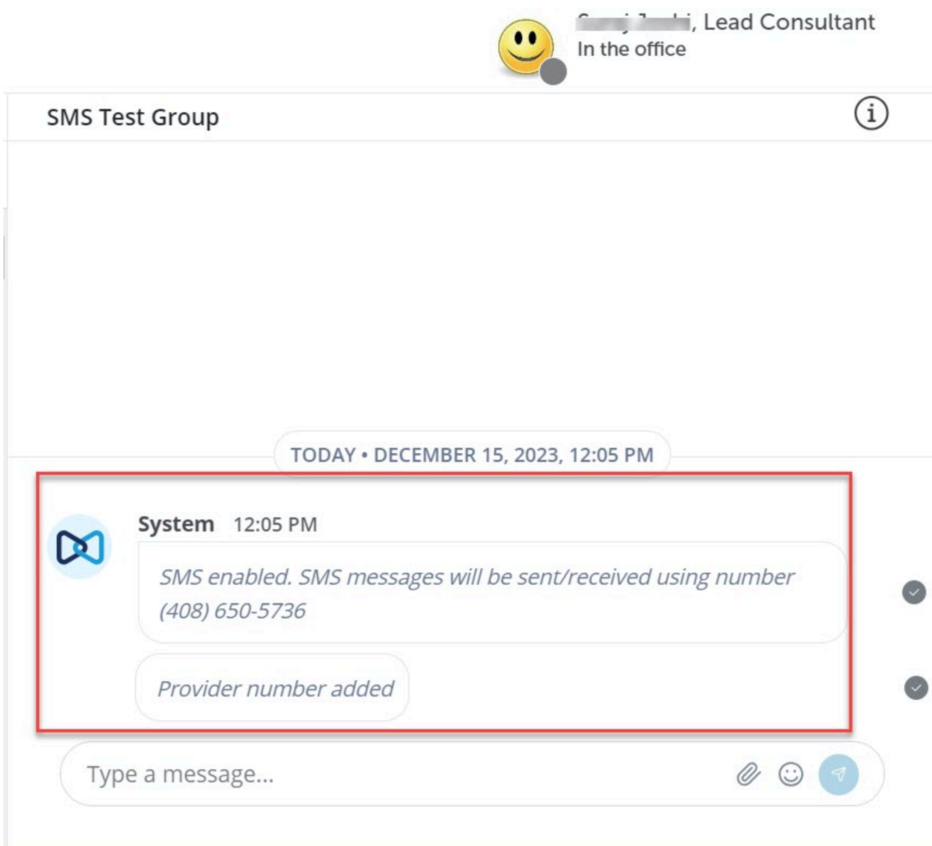
Note:
The phone numbers will be shown in E.164 format

5. Once all the numbers are added, the selected numbers (in case of external) and the names appear on the list, and the system uses this list for the participants when the user clicks the **Create Group** button on the top right of the *New Group* page.



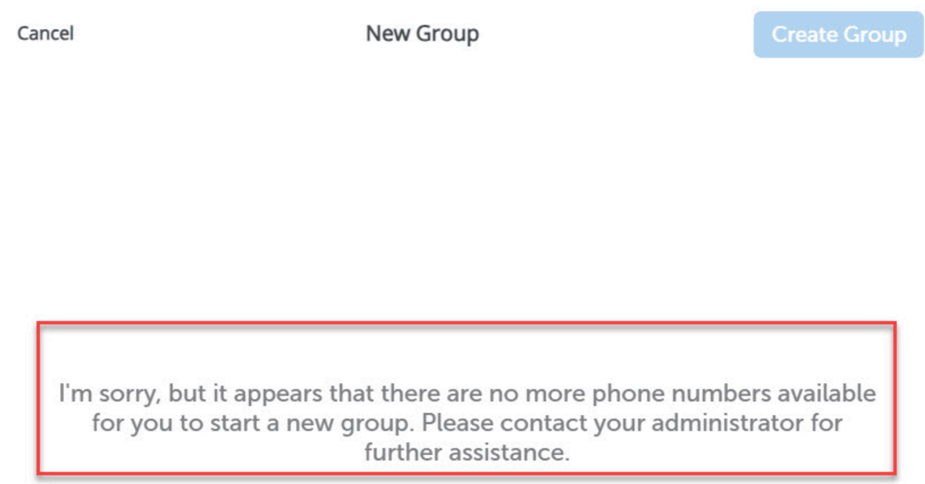
6. The newly created group is listed under the **Text** tab. The new SMS or Text group is now ready for sending/receiving messages similar to the MiCollab Chat or Stream.

   The message text box of the Text tab comprises only the attachment icon, Emoji icon, and the Send Arrow.



Note:
The location-sharing and the voice message recording icon are unavailable in the message box for the SMS groups/ Text created under the Text tab.

Note:
In the event that no free provider numbers are accessible under the Text tab, clicking on the New Group + icon will trigger a notification within the Create Group window, and the Create Group button will be deactivated.



To view the group information

1. Under the **Text** tab, select the group for which the group information is to be viewed.
2. Click the *Info* icon from the top-right corner of the Group.

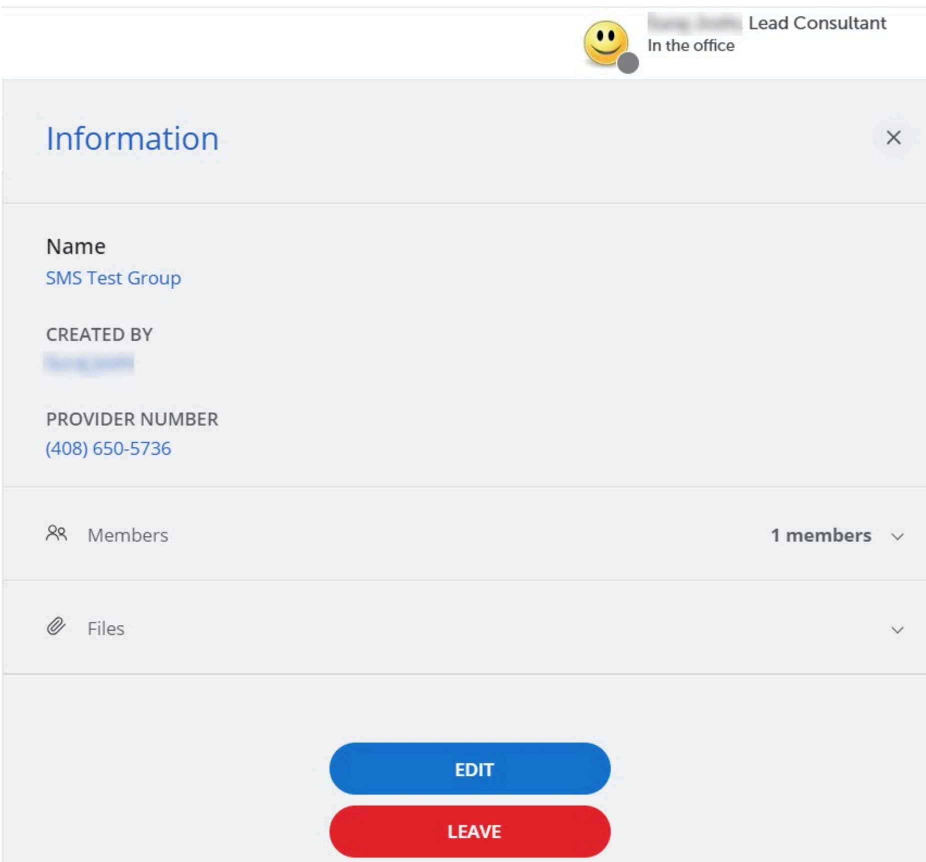
   The information about the group opens up and displays the *Name* of the group, *Created by*, *Provider number* along with the list of *Members* and *Files* option, which opens up all the files that have been shared in that group.

3. You can click on **Edit** to modify the current information, which opens a window to allow the user to add new participants and/or delete existing participants or view the information.

   OR

   You can click on **Leave** to remove yourself from the group. Upon clicking on the **Leave** button, a confirmation pop-up appears, asking whether to leave or cancel the action. Clicking **OK** removes this user from the group.

   To exit the information page without making any changes, click the **x** in the upper right corner.



To edit the Text Group information

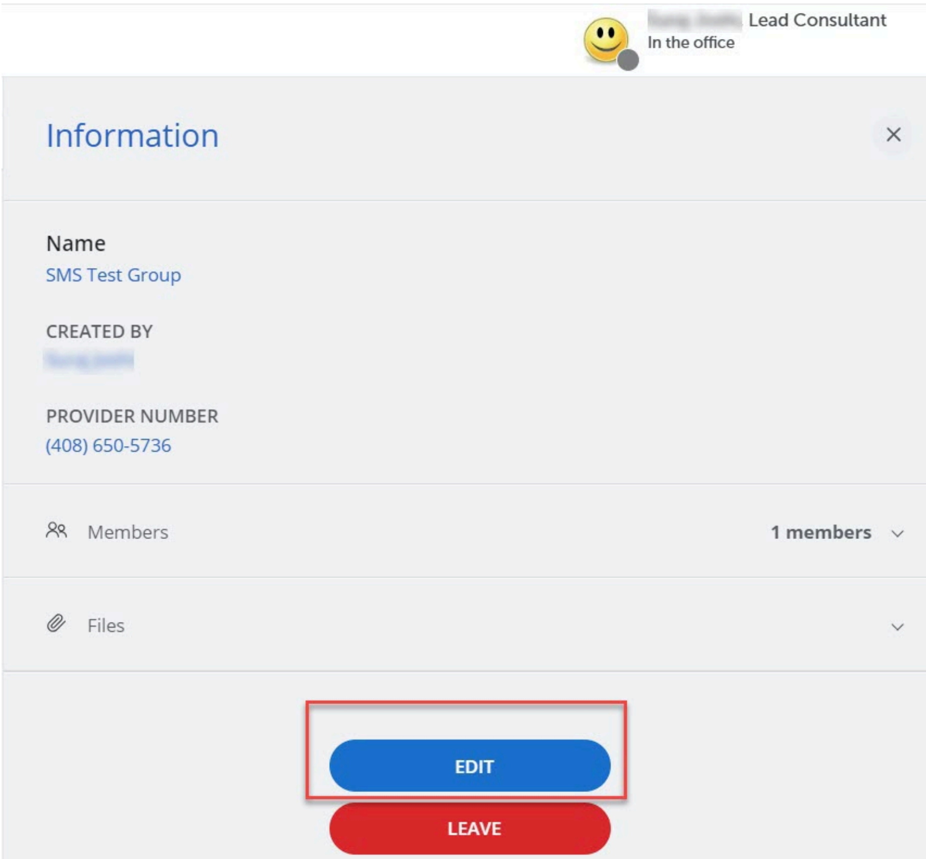
1. In the **Text** tab, click on the SMS or text group name.

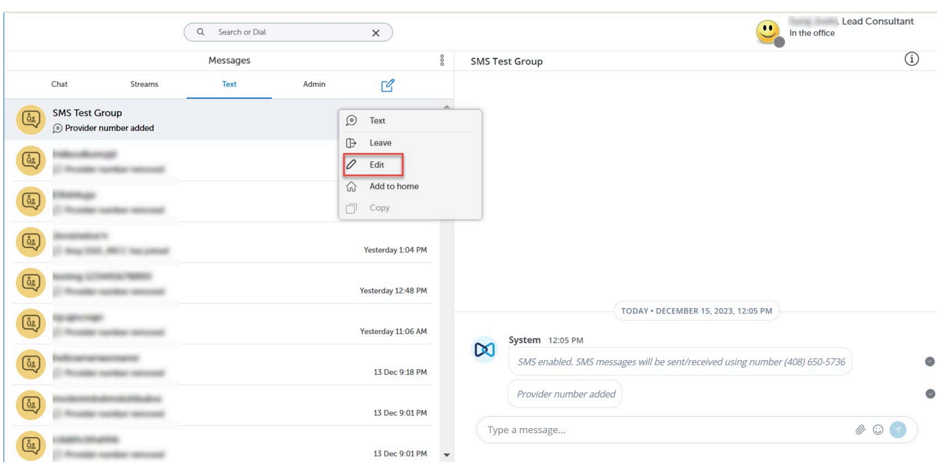
   On the right pane, the info icon appears on the top-right.
2. Click the info icon to display the group's information.

3. On the *Information* page, click on **Edit**.

OR

In the **Text** tab, initiate a right-click on the listed text group to open the context menu and select **Edit**.

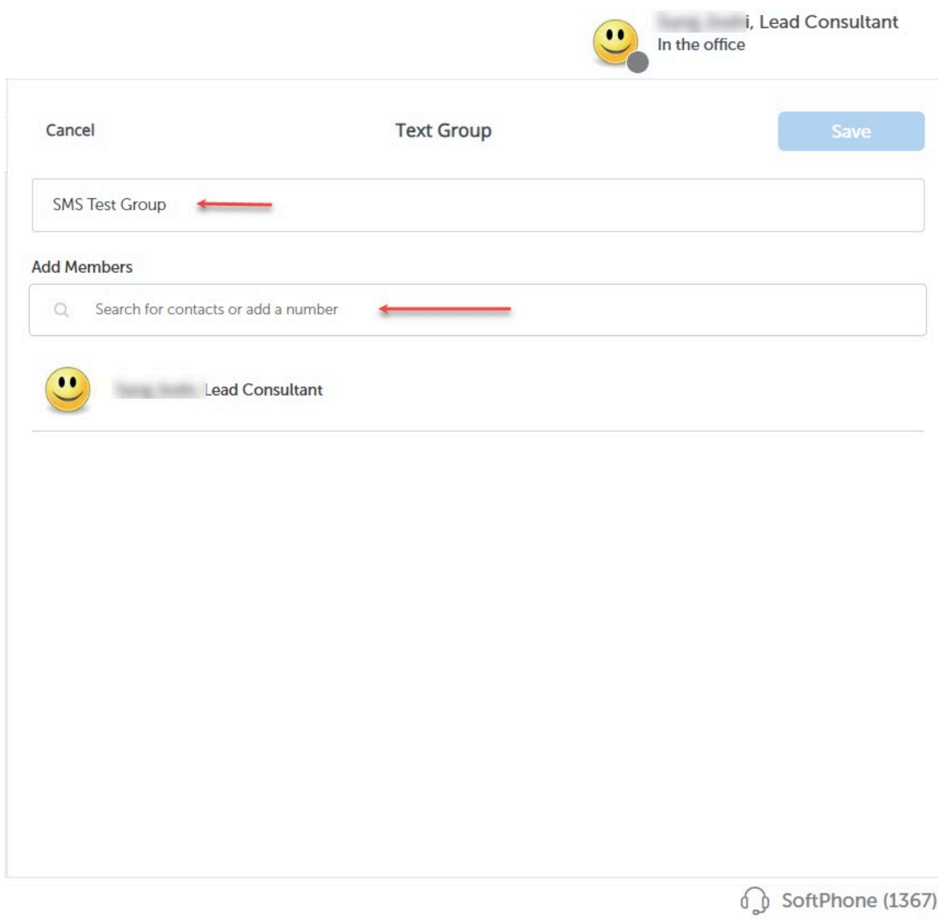




> **Note**:
> The Video Meet option will not be listed in any of the menus (Quick Launch Menu, Context Menu) under the Text tab.

The **Edit** page will open on the right window of the MiCollab Client.

The group **Name**, **Add Members** fields can be edited or modified, and the list of existing members can be deleted from the group, or new members can be added to the group.



4. Click **Save.**

To remove participants from a text group

> **Note**:
> The Provider number cannot be deleted or edited in the **Text** tab because the Provider number is not visible in the participant list of **Text** tab. Whereas in the **Admin** tab, the Provider number is visible and it can be deleted.

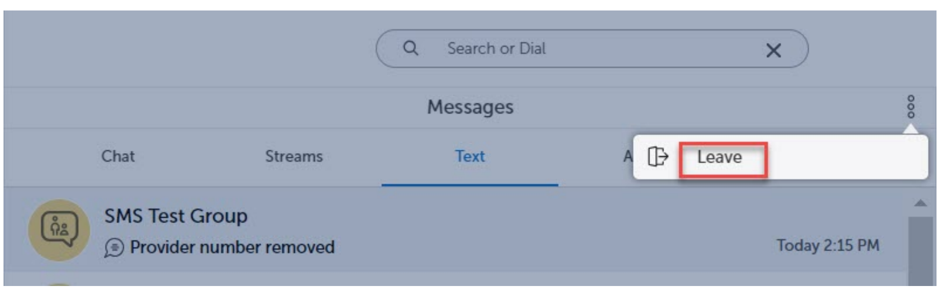
> **Note**:
> A MiCollab corporate user cannot leave a group unless another MiCollab corporate user is present in that group. In such cases, an error message will be displayed: *You can not leave the group text unless there is another internal corporate user. Please add an internal corporate user to the group and try afterwards*

> **Note**:
> If the administrator removes the provider number from any group, that specific group will still appear in both the **Text** tab (if the logged-in user is a member) and in the **Admin** tab.

1. From the **Text** tab, choose the text group from which you want to remove one or more participants.

   On the right pane, the info icon appears on the top-right.
2. Click the info icon to display the text group's information and click **Edit**.
3. To remove an external participant from the stream, click the **X** icon next to the participant. Click **Save** on the top-right corner of the page to save the changes.The text group will trigger a message that the participant has been removed.

   To individually exit a group, select the group from the Text tab, click on the More icon and select the **Leave** option to exit that group.



3.15.18.1.2 Administrator view

End-users with administrator privileges will see two additional tabs, **Text** and **Admin**, under the **Messages** menu.

Text - In your role as an administrator, under the **Text** tab, you will have visibility into the groups in which you are an active participant. Your permissions within these groups will be identical to those of a regular user.

Admin - The Administrator, on selecting the **Admin** tab sees the complete list of text groups. The Administrator might be a part of the group or may not even be a participant or creator of the text group. The administrator can add or remove participants from these text groups and alter the name of the text group. The default setting ensures that the administrator is not a part of the text group created via the Admin tab.

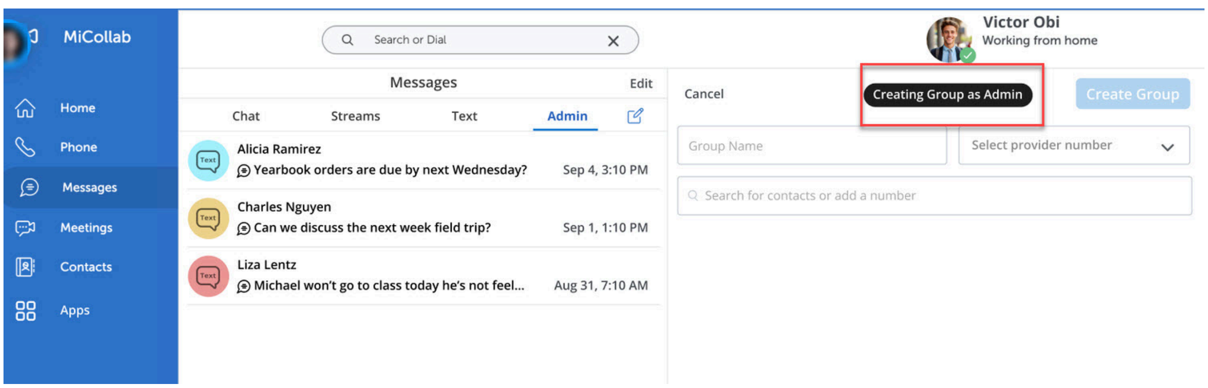
However, the administrator has the option to voluntarily include themselves in the group during its creation. Once a text group is created, the administrator cannot add themselves to the group later.

When you click on a group in the list, the information page opens directly for the selected group with only the **Edit** option enabled, and the Text group's name, Creator's name, and Provider number are displayed along with the list of members. The Administrator can select the **Edit** option to manage the participants in this group.

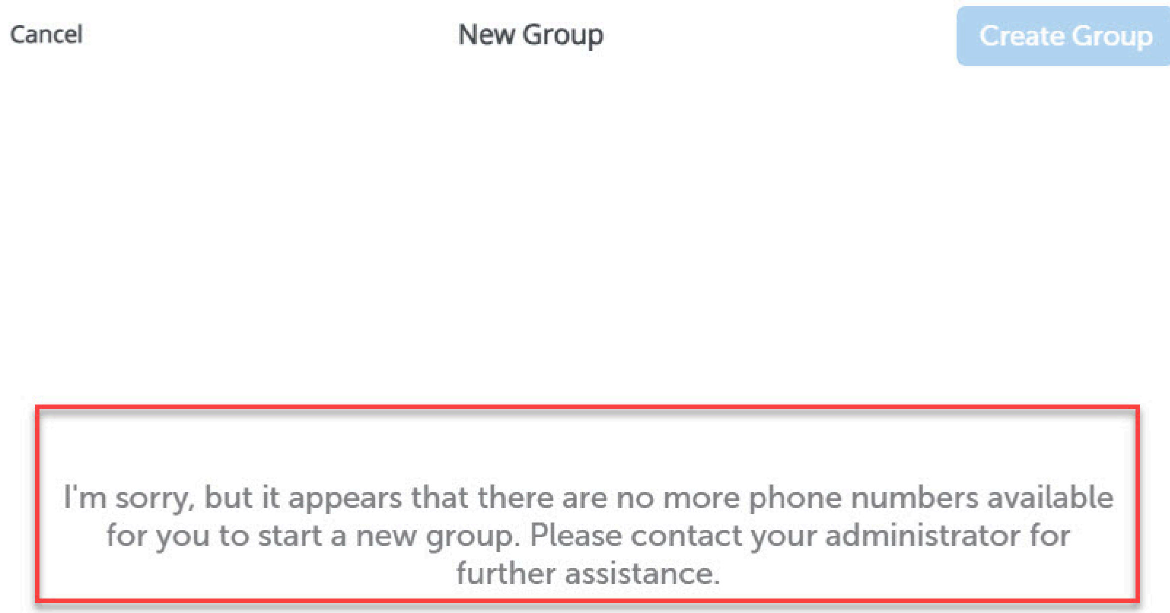
When a user is set up as an SMS account administrator during the MiCollab client's runtime, the client will display the Admin tab upon the user's selection of the Messages menu from the left navigation pane. Conversely, the same holds true in the opposite scenario. Therefore, for any changes to be visible in the MiCollab Client UI, it is important for the users to click on the Messages menu to view the updated changes.

Create a group as an administrator

In the **Admin** tab, the steps in creating a group resemble that of a typical user. However, a prominent black label titled **Creating Group as Admin** is displayed, which ensures clarity that all actions are performed with administrative privileges. Additionally, in the Admin tab you can select the Provider number from the dropdown menu available under **Select provider number**



Note:
If there are no free provider numbers available, the Administrator will be notified with a message in the **Create Group** window, and the Create Group button will be disabled.



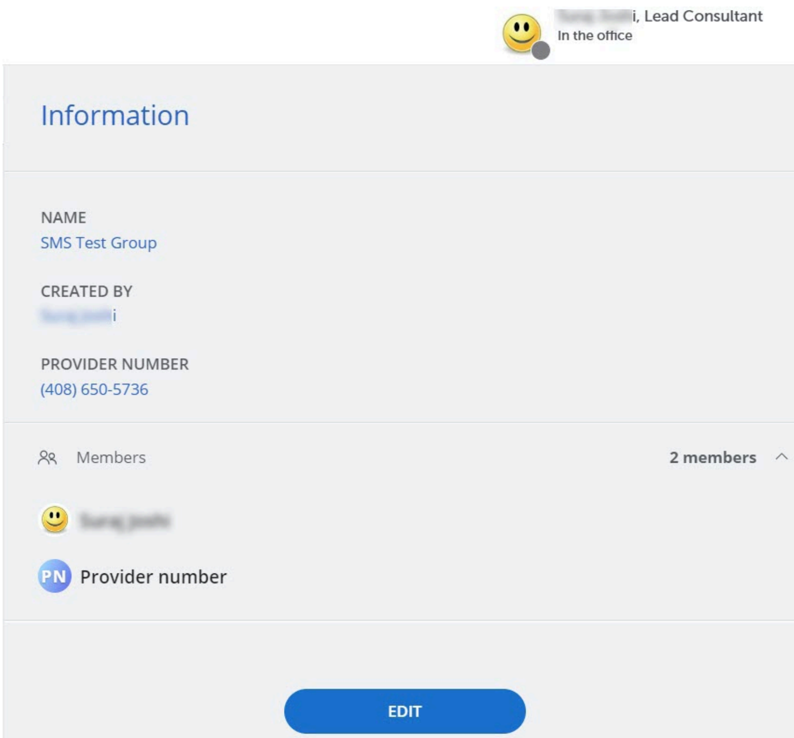
In the **Admin** tab, the system lists all groups and text groups for this customer, even if the administrator is not a participant of that group or created the group. While the names of Text Groups are listed and visible, the administrator in the **Admin** tab cannot access the content within the text group.

The Administrator in the **Admin** tab can only perform changes to the fields associated with the group and the membership of the group. If the administrator wants to view a group's messages, the administrator must exit the **Admin** tab. Then, they can see the messages for groups they are a member of by selecting the **Text** tab and then the desired Text Group. To access the actual content of a group in which the administrator is a member, they must navigate to that specific group under the Text tab. As an administrator, clicking on a group in which you are not a participant will directly open the information page on the right pane and for all the groups listed in the **Admin** tab of the MiCollab client. Here, you will find only the ***Edit*** option enabled, allowing you to add or remove participants and modify the name of the text group.

To edit a text group

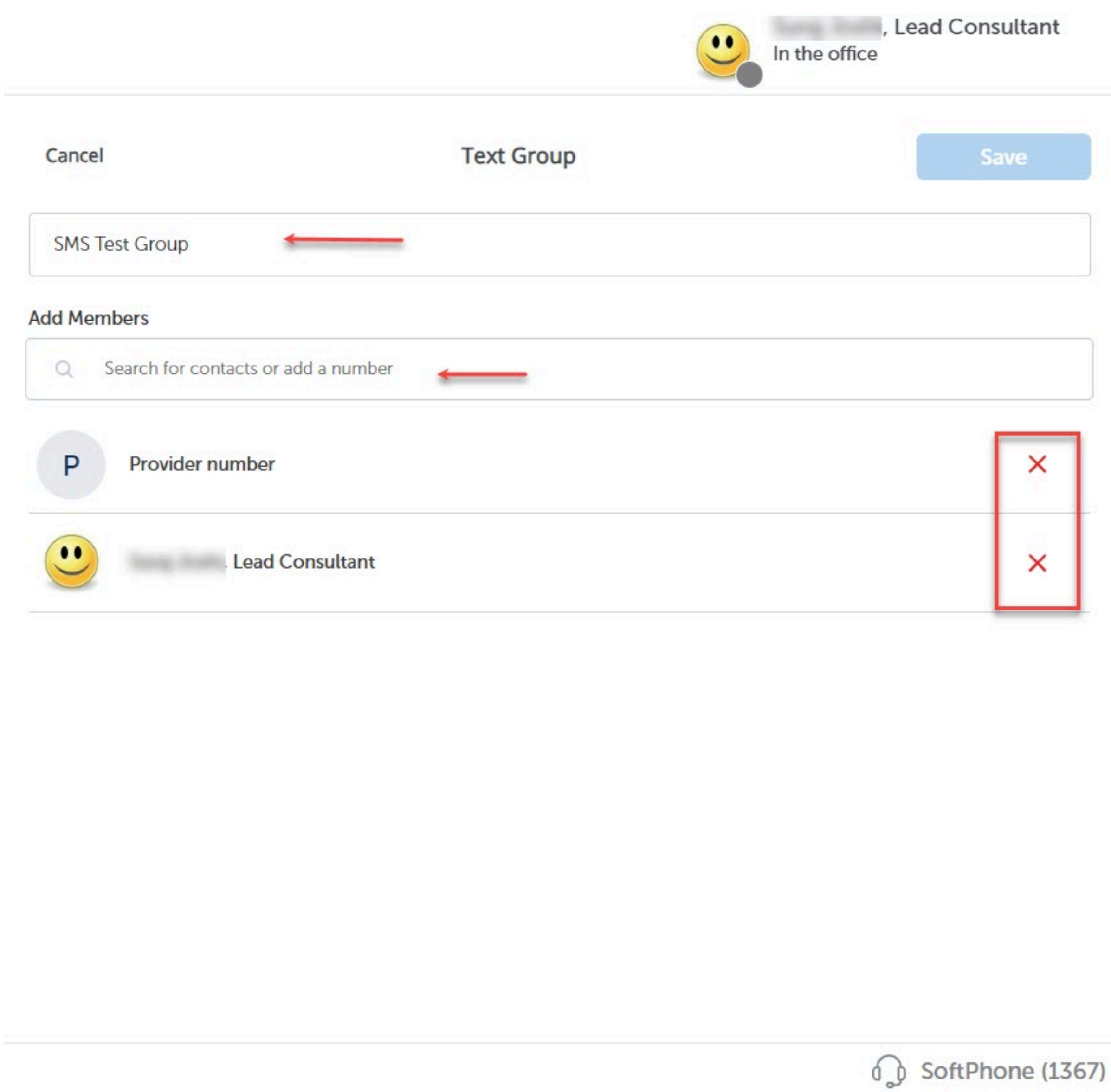
1. In the **Admin** tab, click on the Text / SMS Group name.

   On the right pane of the MiCollab Client, the Info page opens to display the group information.



2. On the *Information* page, click on **Edit**.

   The **Name**, **Add Members** fields are enabled for the administrator to edit/modify, and the list of existing members can be deleted from the group, including the creator of the group.



3. Click **Save**.

3.15.18.2 Contact Management

This section outlines the process of handling CloudLink contacts within MiCollab Clients. Only MiCollab Client users with SMS Admin privileges can create External Contacts and these contacts will be designated as guest contacts on CloudLink, and they will be accessible at the account level (CloudLink channel partner account). All users within that account can access these contacts, which will be showcased in the External tab of the Contacts menu in the MiCollab Client.

When you add an external contact with the same number as an SMS member, the SMS member's name will be displayed instead of the number.

Important:

As an administrator, it's absolutely critical to prioritize data privacy when adding external contacts, including their names and numbers. This is an essential step for maintaining the confidentiality and security of the information available to MiCollab users.

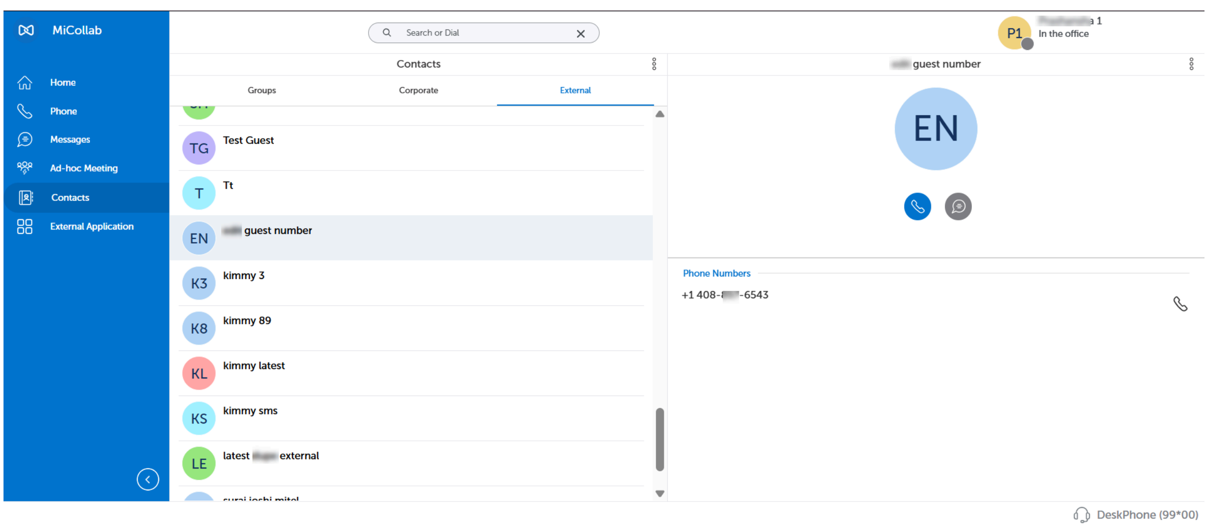
Note:

When using the MiCollab Mobile clients, an extra option appears showing **+Add to personal** when selecting an external contact.

Important:

The Add Contact, Delete Contacts, and Edit permission is restricted to ONLY SMS users with administrator privileges.

When a user starts a global search for external contacts, the search will include guest or CloudLink contacts and external contacts (Active Directory contacts) and show the results from both sources.

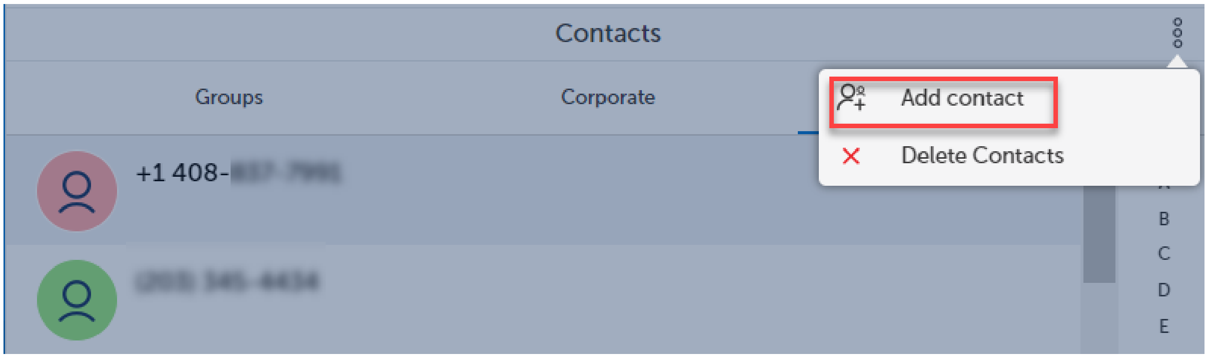


To add a new CloudLink contact

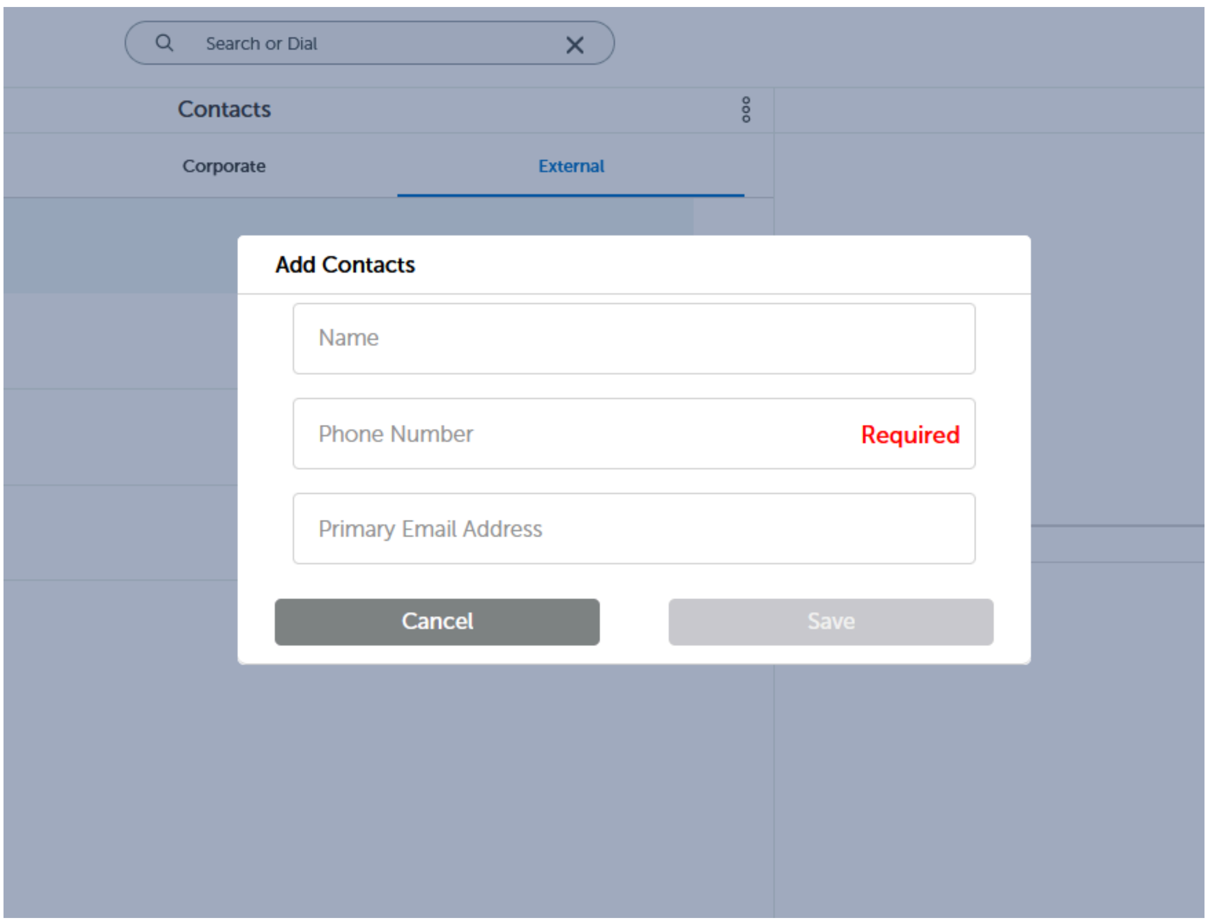
1. In the **Contacts** menu, from the **External** contacts tab, click on the More menu.

2. From the **More** menu, click on **Add Contact**.

   The **Add Contacts** window opens.

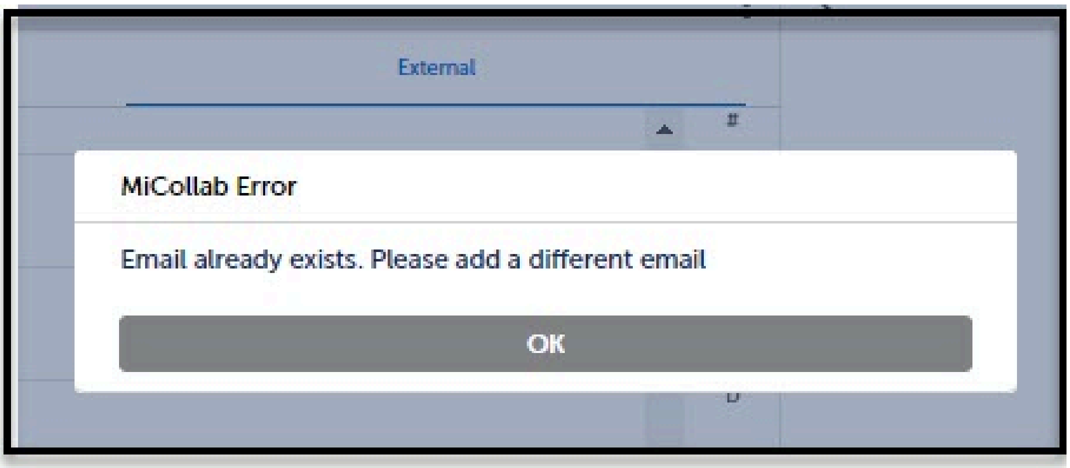


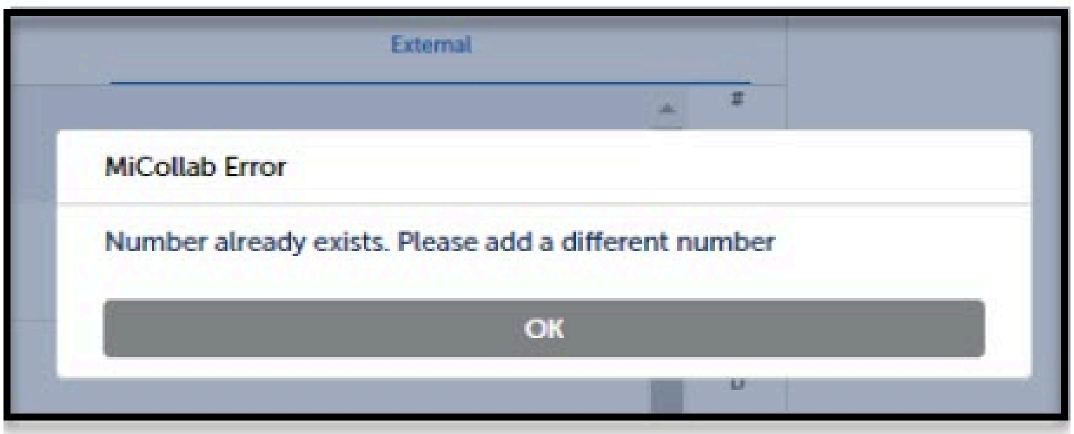
3. In the Add Contacts window, enter the *Name* , the *Phone number* (which is a mandatory field), and the *Primary email address* of the contact.

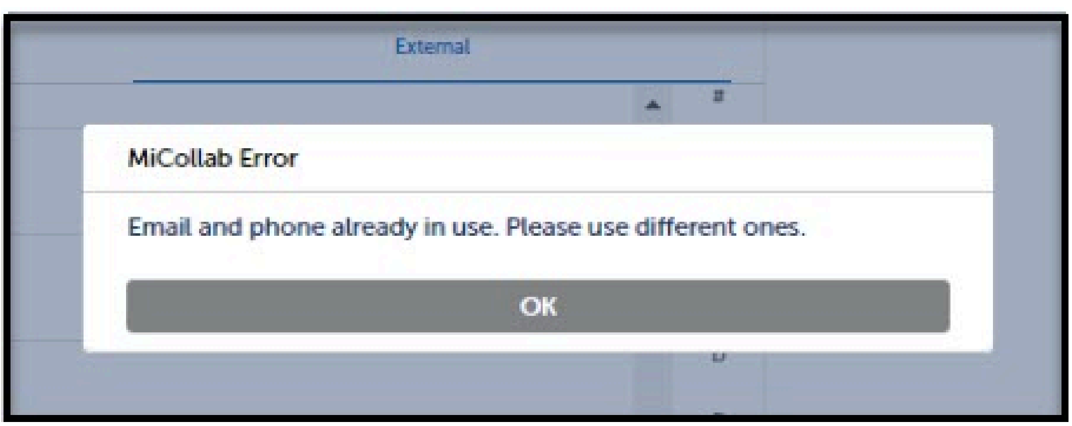


4. Click **Save.**

Note:
If a user attempts to save a contact with a duplicate number, email, or both already existing in the directory, they will receive a pop-up notification informing them that the number or email is already in the system.



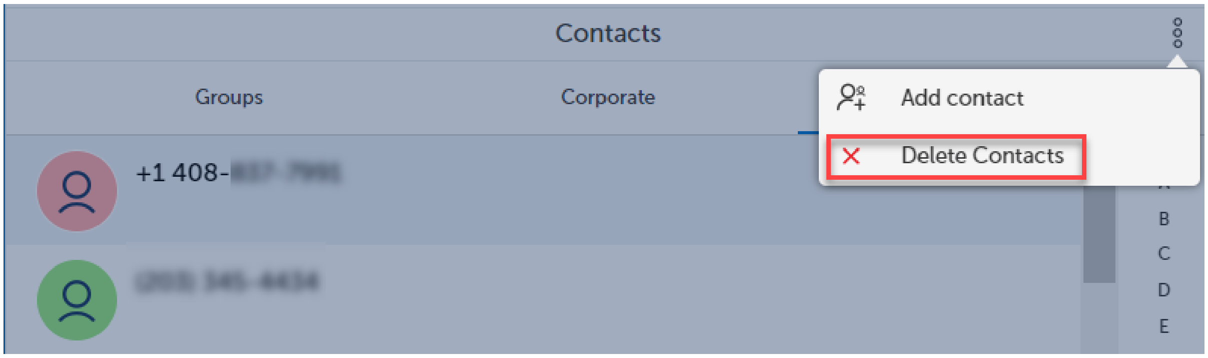




To delete a CloudLink (External) contact

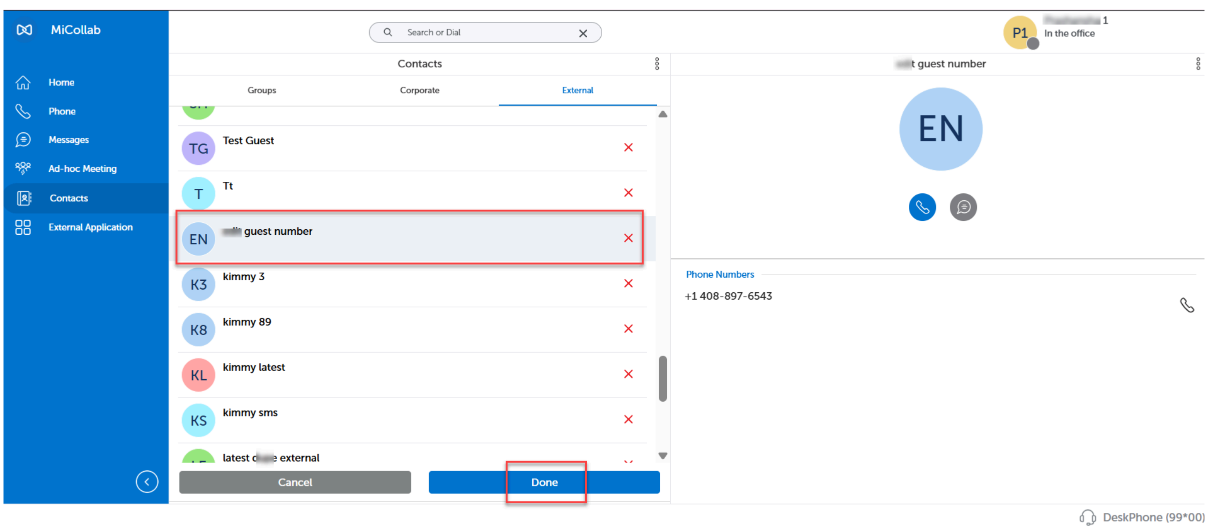
To delete the CloudLink contacts that are listed under the External contacts tab, perform the following:

1. In the **Contacts** menu, from the **External** contacts tab, click on the More menu.
2. From the more menu, click on **Delete Contacts**.



3. The delete icon (✕) appears next to all the CloudLink contacts listed under the External tab. Select the contacts, delete them individually and click **Done**.

   After you click on **Done**, a popup window will appear asking you to confirm your action.



Note:
While conducting an external contact search, deletion is restricted to CloudLink or Guest contact and not applicable to AD users. Therefore, in instances where a search yields results for both AD and CloudLink / Guest contacts, the delete icon ✕ will only appear for the CloudLink contacts, with no corresponding icon displayed for AD users.

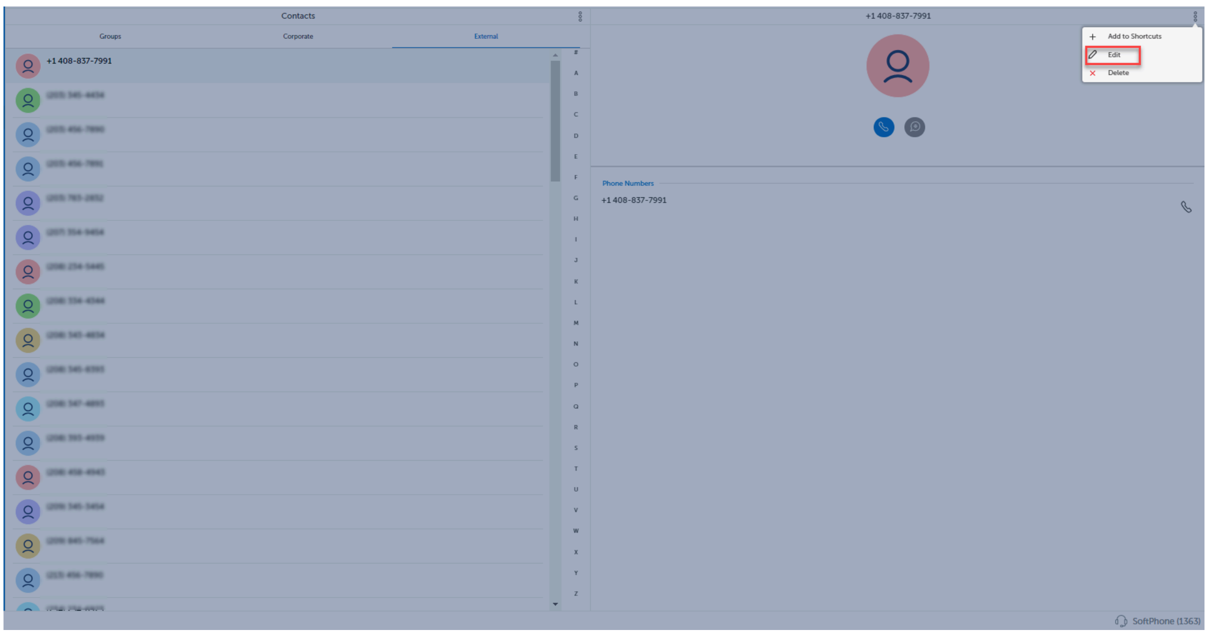
To edit a contact from the Contacts card

Note:
The more menu under the contact card has options to **Edit** , **Delete** and **Add to Shortcuts** options.

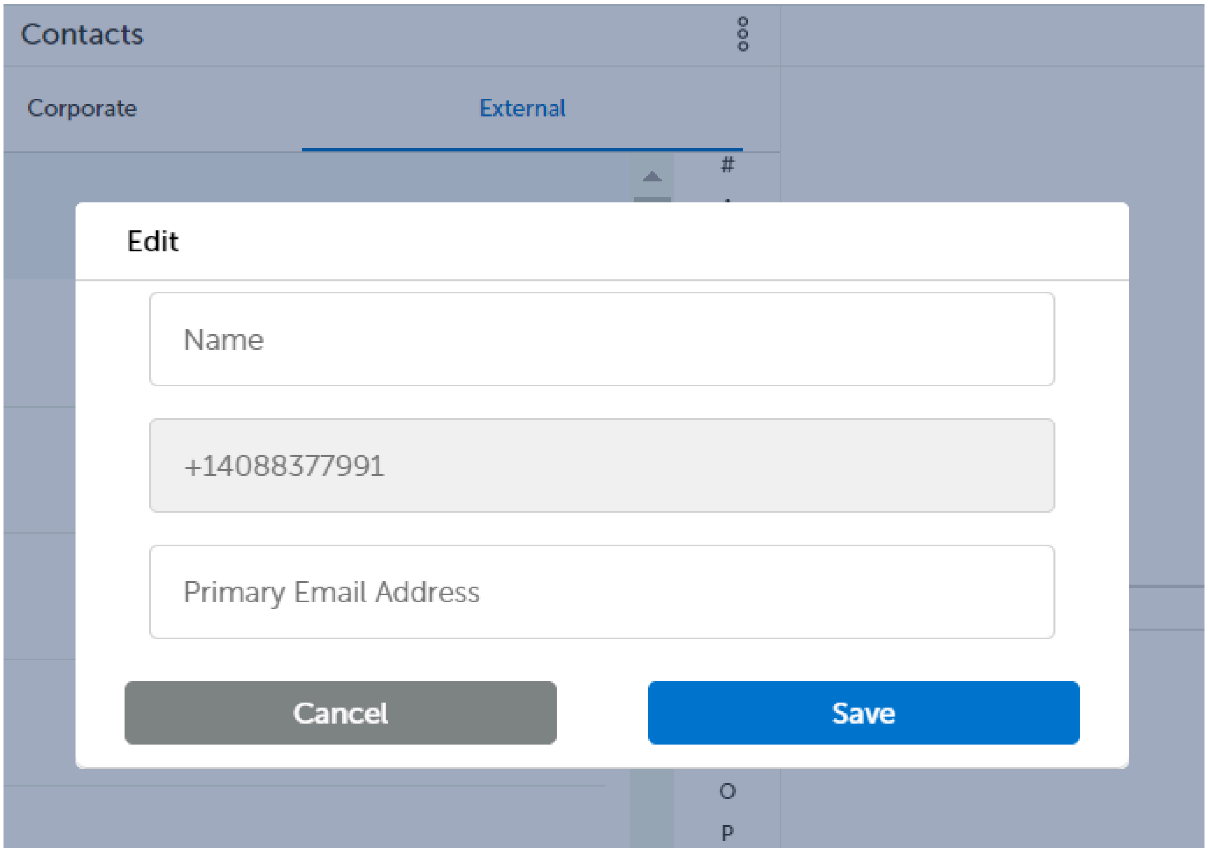
With the Edit option, you can only change or modify the name and the email ID of the contact. The phone number cannot be modified.

1. In the Contacts menu, from the External contacts tab, select one of the CloudLink contacts from the list of contacts.

   The right pane will display detailed information about the selected contact.
2. From the top-right corner of the Contact card, select the **Edit** option from the More menu.



3. In the Edit window, modify the ***Name*** or the ***Primary Email Address*** fields and click **Save.**



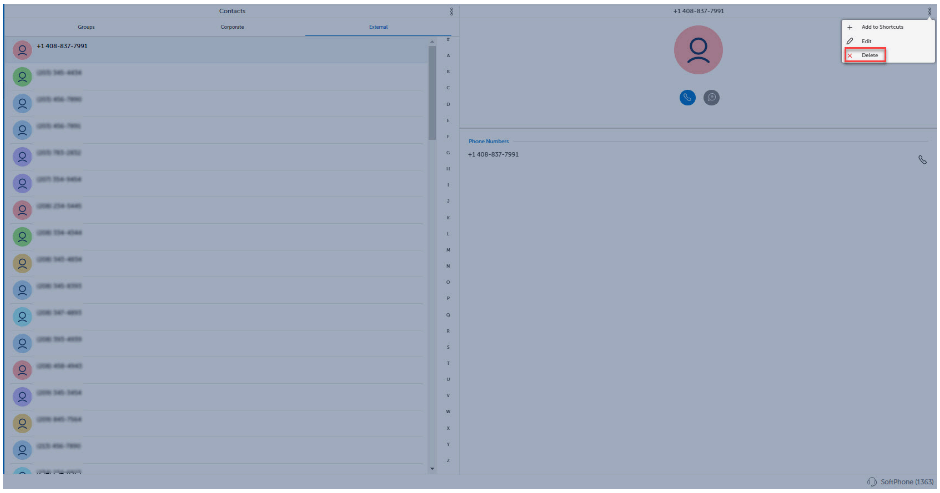
To delete a contact from the Contacts card

1. In the Contacts menu, from the External contacts tab, select one of the CloudLink contacts from the list of contacts.

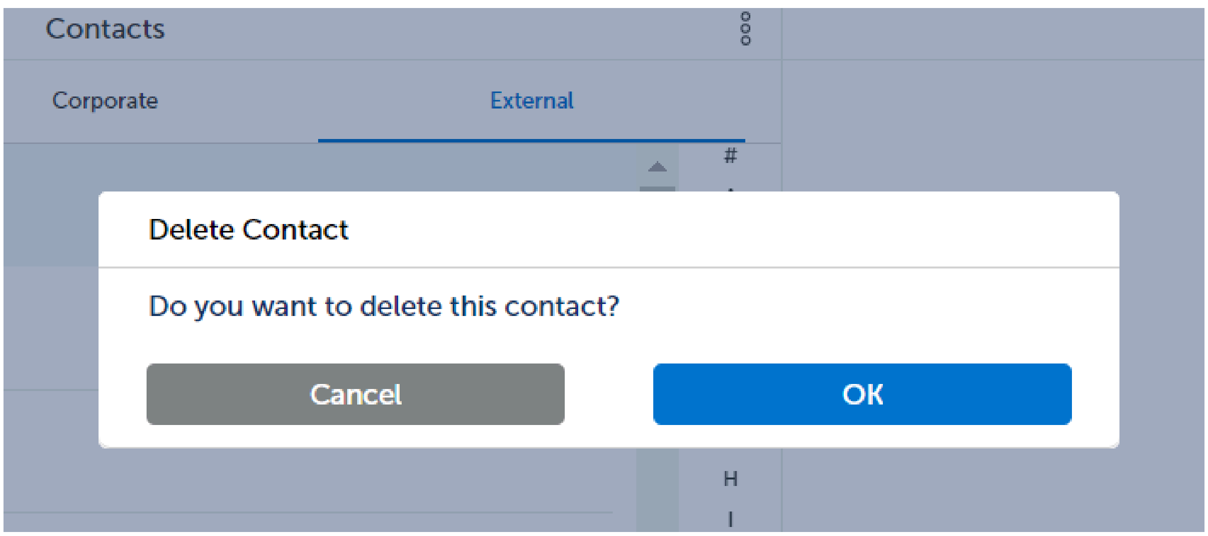
   The right pane will display detailed information about the selected contact.

2. From the top-right corner of the Contacts card, select the **Delete** option from the More menu.

   The confirmation window opens.



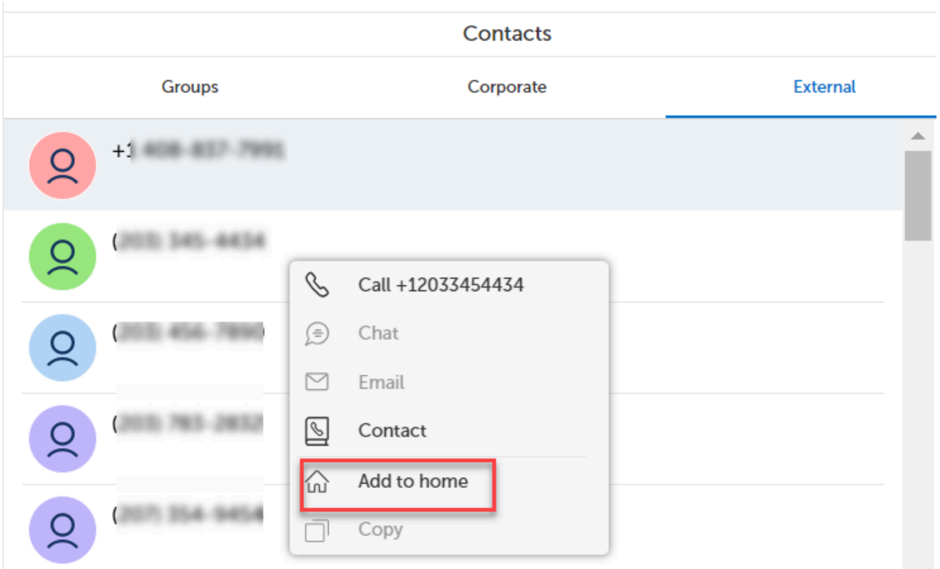
3. Click **OK** to delete the contact details.



To add a contact as shortcuts on the home screen

1. Open a contact name from the Contacts tab > External.

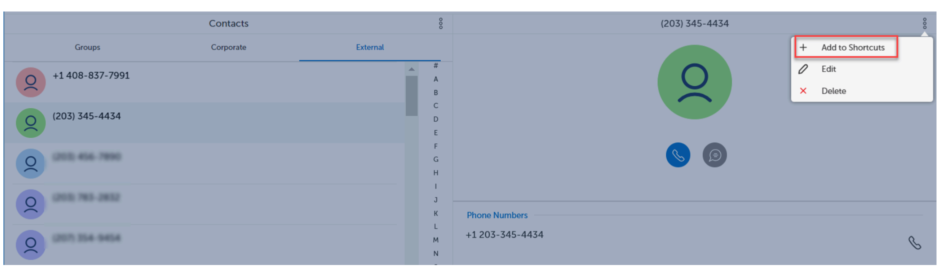
2. Right-click the contact name to open the context menu and select **Add to home**.



> **Note**:
> In the context menu, **Chat,** and **Copy** options are disabled (grayed out). The **Email** option would appear grayed out if the contact does not have an associated Email ID entered. The available options are **Call**, **Contact**, and **Add to home/Remove from home**.

OR

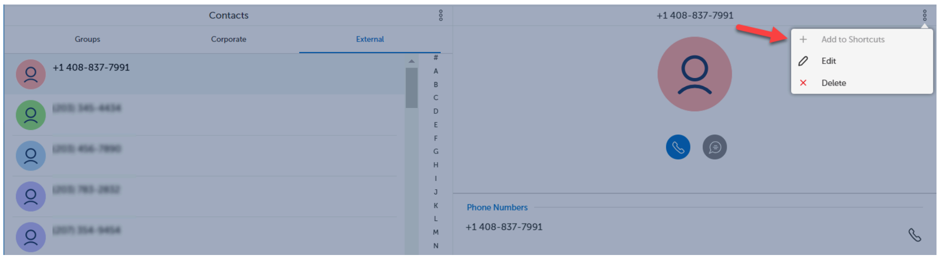
Click on the contact name to open the right pane. Open the more menu from the Contacts card, select **Add to Shortcuts**.

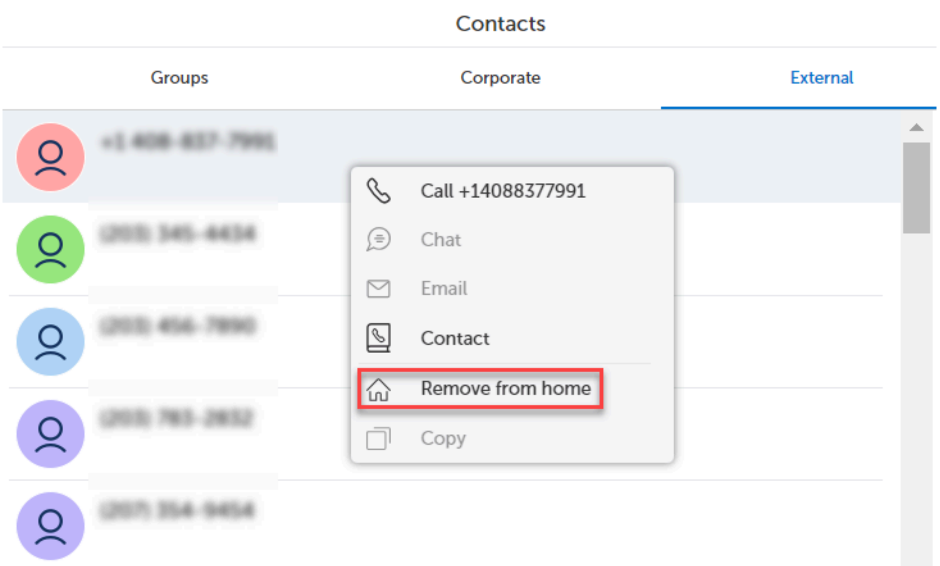


The contact gets added to the Home screen.

Note:

If the contact is already added to the Home screen, then the **Add to Shortcuts** option will be grayed out in the Contact's card and in the context menu, the **Add to home** will show as **Remove from home**.





Troubleshooting 4

This chapter contains the following sections:

- Reset MiCollab Client to its default settings
- MiCollab Client diagnostics
- MiCollab Client-server connection issues

The Send Diagnostics option allows you to create and send a issue report for your system administrator. The following table provides additional troubleshooting tips for MiCollab for Microsoft Client.

Problem or Error	Probable Cause	Solution
Call error, send diagnostic report	No network connection	Check internet or network connectivity
The number was not recognized or call failed	Dialed or transferred the call to and invalid number	Check if the number is valid
Softphone not available	• Softphone is disabled • Not logged into Skype for Business application	• Check if the softphone or deskphone is configured for the user • Log into Skype for Business application
Call error	No devices available to make a call	• Check if the softphone or deskphone is configured for the user • Check if the softphone is registered on the Client. From Client's footer, click on device selection and enable the softphone
Outgoing call not initiated with a warning that no devices are available	Neither a PSP or a CTI device is free or enabled	Enable a softphone or connect a deskphone
Call history records are grayed out and unable to make a call from MiCollab for Microsoft Client	Not logged into Skype for Business application	Log into Skype for Business application

Problem or Error	Probable Cause	Solution
Softphone does not register over home Wi-Fi network	SIP Application Level Gateway (ALG) influences the SIP communication in such a way that the Client's Softphone does not register	Disable SIP ALG from the network. In case this is not possible, then the solution would be to switch transport to TLS because this will prevent the ALG to read and manipulate the SIP packets.
Presence functionality breaks ifthe network/wi-fi connection isdisconnected. MiCollab Client mayshow incorrect presence	Client did not subscribe for theuser's presence after the network/wi-fi is reconnected	Client restart is suggested toresolve this issue
Unable to reset password	User entering e-mail ID instead of login ID	Enter the login ID and proceed to reset the password
	User is an AD user	Contact Administrator to reset the password
	Invalid user name	Contact Administrator for a valid user name
	User is not authorized to reset the password	Contact Administrator for resetting the password
	No network connection	Check the Internet or network connectivity

4.1 Reset MiCollab Client to its default settings

If you want to reset MiCollab Client to its default settings, you can use the **Factory Reset** setting. To reset to Client settings to factory defaults:

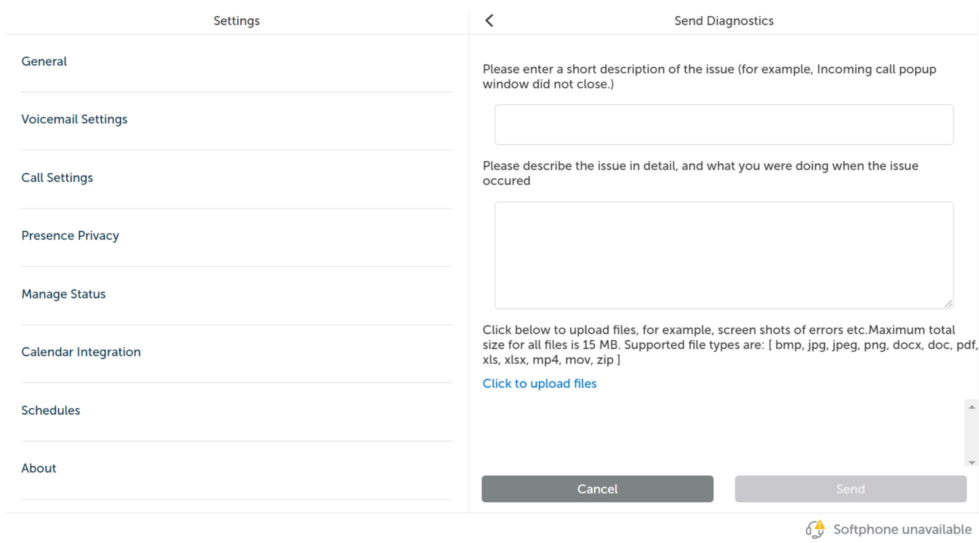
1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **General** > **Factory Reset**.
3. Select **OK** in the dialog box to reset to Client settings to factory defaults and logout MiCollab Client.

4.2 MiCollab Client diagnostics

MiCollab Client users can gather information about any issues experienced and provide to the administrator team for help troubleshooting the Client. The diagnostic report provides diagnostic and troubleshooting information for a failed Client session. To send the diagnostics report:

1. From the MiCollab Client Header menu, click on your avatar to open the User Profile menu and then click on **Settings**.
2. Click on **General** > **Send Diagnostics**.
3. In the **Send Diagnostics** section, enter a short description of the issue in the first text box.
4. Describe the issue in detail in the second text box.
5. Click on the **Click to Upload files** button to browse and upload any additional file required, like a snapshot or a video. You can send more than one file up to 15MB.

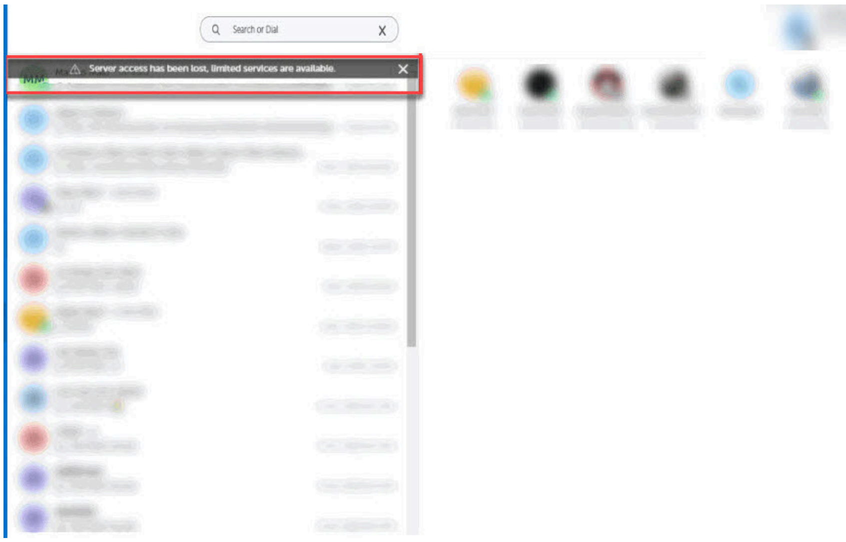
> **Note**:
> Supported file formats - bmp, jpg, jpeg, png, docx, doc, pdf, xls, xlsx, mp4, mov, and zip.



6. Click on **Send**.

> **Note**:
> Select **Delete Diagnostics Logs** to delete the diagnostics report.

4.3 MiCollab Client-server connection issues



When a user starts the MiCollab Client with an active internet connection but no MiCollab Client server connection, the following list indicates that the client has limited functionality.

On PC, MAC, and Web Clients:

- A grey banner at the top of the client.
- An indicator in the lower left of the Client.

  Clicking on this indicator will display the warning dialog.

A dialog box is displayed with an alert that the Server access has been lost and limited services are available.

When the MiCollab Client-server connection is re-established, you will see a prompt to restart the Client to recover the full functionality. Until you restart the client, it will be in "no server connection" mode.

Available features when the Client cannot connect to the server

- View your cached data such as Contacts, Call History, and Voicemail
- Use MiTeam
- Make and receive calls using the Softphone (This condition applies only if the softphone has been registered prior to the loss of connection)
- Use chat functionality